

Privacy Policy

Effective Date: 15/07/2024

This Privacy Policy outlines how **Viroke Technologies Inc.**, operating as **Assisfy.ai** ("Assisfy", "we", "our", or "us"), collects, uses, and protects your personal information when you access or use our platform and associated services. By using the Assisfy platform (the "Service"), you agree to the collection and use of information in accordance with this policy.

Please read this Privacy Policy carefully. If you do not agree with the terms outlined in this policy, you should discontinue using the Service immediately.

1. Information We Collect

Assisfy collects information in several ways to provide and improve our services. The types of data we collect include:

1.1 Personal Information

We may collect personal information that can identify you directly or indirectly when you interact with our Service, including but not limited to:

- **Account Information:** Name, email address, username, and password when you create an account.
- **Billing Information:** Credit card details, billing address, and payment history when you make payments for the Service.
- **Communication Data:** Any communications with us, such as customer service interactions, feedback, or survey responses.

1.2 Usage Data

We collect information about how the Service is accessed and used, which may include:

- **Device Information:** Information about the device you use to access the Service (e.g., IP address, browser type, operating system).
- **Usage Analytics:** How you interact with the Service, such as actions taken by your agent, the frequency of actions performed, and any errors encountered during usage.
- **Log Data:** Our servers automatically collect log data when you use the Service, such as your device's IP address, browser type, and date and time of your request.

1.3 Cookies and Tracking Technologies

We use cookies and similar tracking technologies to monitor activity on our Service and to retain certain information. Cookies are small files that are placed on your device to help us enhance your user experience. You can adjust your browser settings to refuse cookies, but doing so may impact your ability to use some features of the Service.

2. How We Use Your Information

We use the information we collect for several purposes, including:

2.1 Providing and Maintaining the Service

- To provide, operate, and improve the functionality of the Service, including enabling automation through the actions of your agent.
- To allow you to create and manage your account, process payments, and provide customer support.

2.2 Personalizing User Experience

- To personalize your experience by offering tailored content and recommendations based on your usage and preferences.
- To analyze usage data to improve the Service's features, functionality, and performance.

2.3 Communication

- To send you important notices related to your account, including updates, security notifications, and service changes.
- To communicate with you in response to inquiries or customer support requests, and to send marketing communications, unless you opt-out.

2.4 Legal and Compliance

- To comply with legal obligations, including responding to subpoenas, court orders, or other legal processes, and enforcing our Terms and Conditions and Privacy Policy.
 - To protect the rights, property, and safety of Assisfy, our users, and the public, in accordance with applicable laws.
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3. How We Share Your Information

We may share your information under the following circumstances:

3.1 Service Providers

We may employ third-party companies and individuals to facilitate the Service, provide customer support, analyze Service usage, and perform other functions. These third parties have access to your personal information only to the extent necessary to perform their tasks on our behalf and are obligated not to disclose or use it for other purposes.

3.2 Business Transfers

In the event of a merger, acquisition, or asset sale, your personal information may be transferred to the new owner as part of the business transaction. We will notify you of such changes by posting a notice on our website or sending you an email.

3.3 Legal Obligations

We may disclose your personal information if required by law or in the good faith belief that such action is necessary to:

- Comply with a legal obligation,
- Protect and defend the rights or property of Assisfy,
- Prevent or investigate possible wrongdoing in connection with the Service,
- Protect the personal safety of users or the public,
- Protect against legal liability.

4. Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. These measures include implementing physical, technical, and administrative safeguards, such as encryption, secure servers, and access control mechanisms.

However, please note that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee its absolute security.

5. Your Data Rights and Choices

Depending on your jurisdiction, you may have certain rights regarding your personal information. These rights may include:

5.1 Access and Correction

You have the right to request access to the personal data we hold about you, as well as the right to request corrections if that data is inaccurate or incomplete.

5.2 Deletion

You may request the deletion of your personal information. However, certain information may need to be retained for legal or business purposes, even after you request deletion.

5.3 Opting Out of Marketing

You can opt-out of receiving marketing communications from us by following the unsubscribe instructions in the email you receive or by contacting us directly at support@assisfy.ai.

5.4 Data Portability

In certain jurisdictions, you may request a copy of your personal information in a commonly used and machine-readable format.

5.5 Withdrawing Consent

Where we process your data based on consent, you can withdraw your consent at any time. However, this will not affect the lawfulness of processing before your withdrawal.

5.6 Right to Lodge a Complaint

If you are not satisfied with how we handle your data, you may have the right to lodge a complaint with the relevant data protection authority in your jurisdiction.

6. Retention of Data

We retain your personal data only for as long as necessary for the purposes outlined in this Privacy Policy, and as required by applicable law. If you delete your account or request deletion of your data, we will retain the necessary information for compliance with legal obligations, resolving disputes, and enforcing agreements.

7. Third-Party Websites

The Service may contain links to third-party websites or services that are not operated or controlled by Assisfy. We are not responsible for the privacy practices or the content of these third-party websites. We encourage you to review the privacy policies of any third-party websites that you visit.

8. Children's Privacy

Assisfy does not knowingly collect or solicit personal information from anyone under the age of 18. If we become aware that we have collected personal information from a child under 18 without verification of parental consent, we will take steps to delete such information.

9. International Data Transfers

Assisfy operates globally, and your information may be transferred to and maintained on servers located outside of your country of residence. By using our Service, you consent to the transfer of your data to countries outside your jurisdiction, where privacy laws may differ from those in your country.

10. Changes to This Privacy Policy

We reserve the right to modify, update, or revise this Privacy Policy at any time. Any changes to this policy will be reflected on this page with an updated "Effective Date." We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

11. Contact Us

If you have any questions or concerns regarding this Privacy Policy, or if you wish to exercise any of your rights regarding your personal information, please contact us:

- **Email:** support@assisfy.ai
- **Address:** 8 Dover Street, Kent, Delaware

By using Assisfy, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.