PRIVACY POLICY

1. Information We Collect We may collect the following types of information: a) Personal Information Name, email address, phone number, company name Billing and payment information (when applicable) b) Usage Data Browser type, IP address, device information, pages visited Date and time of visit, referral URL c) Communications When you contact us via email, forms, or chatbot, we may store the conversation to improve service quality.

2. How We Use Your Information We use the information we collect to: Provide and improve our AI products and services Respond to inquiries and support requests Send marketing and service-related communications Analyze website traffic and usage patterns Ensure security and prevent fraud

3. Legal Basis for Processing (EU Users) If you're in the European Economic Area (EEA), our legal basis for collecting and using personal information depends on the data we collect and the specific context, including: Your consent Contractual necessity Legal obligations Legitimate business interests

4. Data Sharing and Disclosure We do not sell your personal information. We may share your data with: Service providers (e.g. hosting, analytics, CRM) Legal or regulatory authorities if required by law Business partners under strict confidentiality agreements

5. Third-Party Tools We Use We may use tools such as: Google Analytics Meta Pixel Chatbots (e.g., ChatGPT or other AI agents) CRM and marketing automation platforms These tools may collect cookies and usage data. Refer to their respective privacy policies for more details.

6. Your Rights Depending on your location, you may have the right to: Access the personal data we hold about you Request correction or deletion of your data Withdraw consent at any time Object to processing or request data portability To exercise these rights, email us at ganchai@ganchai.co.

7. Data Retention We retain your personal information only as long as necessary to: Fulfill the purposes outlined above Comply with legal obligations Resolve disputes or enforce agreements

8. Security We implement appropriate technical and organizational measures to protect your personal data. However, no method of transmission over the internet is 100% secure.

9. Children’s Privacy Our services are not directed at individuals under the age of 13. We do not knowingly collect data from minors.

10. Changes to This Policy We may update this Privacy Policy occasionally. When we do, we’ll post the revised version with the “Effective Date” at the top.

11. Contact Us If you have questions or concerns about this Privacy Policy, please contact: GanchAI Email: ganchai@ganchai.co Phone: +1 781 470 5082 +359 886805092