

Privacy Policy

Effective Date: 1st November, 2025

Last Updated: 1st November, 2025

This **Privacy Policy** describes how **Deep Horizon Security Technologies Pvt. Ltd.** (“Company”, “we”, “our”, or “us”) collects, uses, stores, and protects the personal information of users (“you” or “your”) who visit our website www.deephorizon.io and use the **Deep Horizon App** or related digital services.

We are committed to safeguarding your privacy and ensuring transparency in how your data is handled.

1. Information We Collect

We may collect the following types of information when you use our website, app, or services:

1.1. Personal Information

Information that can identify you, such as:

- Full name
- Mobile number and email address
- Location data (when using security or emergency features)
- Payment details (processed via secure third-party gateways)
- Device and app usage information

1.2. Non-Personal Information

Technical and analytical data that does not identify you directly, such as:

- Device type, operating system, and browser type
- IP address and general geographic location
- App usage metrics, crash logs, and performance data

2. How We Use Your Information

We use the collected information to:

- Provide, operate, and improve the **Deep Horizon App** and related services
- Enable core features such as **live protection**, **emergency response**, and **real-time tracking**
- Process payments, subscriptions, and in-app transactions securely
- Communicate service updates, alerts, or critical safety notifications

- Personalize user experience and enhance app performance
- Comply with legal, safety, and regulatory obligations

We do **not** sell, rent, or trade your personal information to any third parties.

3. Information Sharing and Disclosure

We may share your information only under the following limited circumstances:

- **With Authorized Service Partners:** To deliver emergency response, protection, or support services.
- **With Payment Gateways:** To securely process your transactions.
- **With Law Enforcement or Authorities:** When required by law, for safety, or in emergencies.
- **With Analytics or Cloud Providers:** For performance monitoring or data storage under strict confidentiality agreements.

All third parties handling user data are bound by data protection obligations consistent with this Privacy Policy and applicable laws.

4. Data Retention

We retain personal information only for as long as necessary to:

- Provide services you have requested or subscribed to,
- Comply with legal requirements,
- Resolve disputes or enforce our agreements, and
- Assist in legal requirements or ongoing investigations.

Data may be securely deleted or anonymized after its retention purpose has been fulfilled.

5. Data Security

We implement industry-standard security measures to protect user data against unauthorized access, alteration, disclosure, or destruction.

These include encryption, access control, secure servers, and periodic security audits.

However, no system is completely immune to breaches. By using our services, you acknowledge and accept this inherent risk.

6. Your Rights

Subject to applicable laws (including the **Digital Personal Data Protection Act, 2023**), you have the right to:

- Access and request a copy of your personal data
- Request correction or deletion of inaccurate or outdated information
- Withdraw consent for processing (where applicable)
- Request data portability, if supported

However, we reserve the right to retain data where retention is mandated by law, regulatory requirements, ongoing investigations or in the interest of public safety and national security.

To exercise these rights, please contact us at support@deephorizon.io.

7. Cookies and Tracking

Our website may use **cookies** and similar technologies to enhance user experience and analyze site performance.

You can choose to disable cookies through your browser settings; however, some website features may not function properly as a result.

8. Children's Privacy

Our services are intended for individuals aged **18 years and above**.

We do not knowingly collect or process personal data from minors. If we become aware of any such data, we will delete it promptly.

9. Third-Party Links

Our website and app may contain links to external websites or services not operated by us.

We are not responsible for the content, security, or privacy practices of those third-party platforms.

10. Policy Updates

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, or legal obligations.

The updated version will be posted on this page with a revised "Last Updated" date. Continued use of our services after such updates constitutes acceptance of the revised policy.

11. Contact Us

If you have any questions, concerns, or complaints about this Privacy Policy or our data practices, please contact:

Deep Horizon Security Technologies Pvt. Ltd.

support@deephorizon.io

www.deephorizon.io

Registered Office: 1st Floor, Ashirwad Bhavan, Near Maligaon Overbridge, Guwahati 781012, Assam

12. Governing Law

This Privacy Policy and any disputes arising out of it shall be governed by and construed in accordance with the laws of **India**, with exclusive jurisdiction vested in the courts of **Guwahati, Assam**.