

# Privacy Policy

*Last updated: June 15, 2025*

## 1. Information We Collect

- **Account Information:** Email address, name, company, password (hashed), and 2-factor authentication data.
- **Usage Data:** AI chat transcripts, selected services, credit purchases, and blog interactions.
- **Profile & Billing:** Credit balance history, billing records, and Stripe payment tokens.
- **Device & Log Data:** IP addresses, browser type, operating system, and crash/error logs from Application Insights.

## 2. How We Use Your Information

- **Service Delivery:** To authenticate you, process AI consultations, manage credits, and power the blog CMS.
- **Communication:** To send transactional emails (verification, 2FA codes, purchase receipts) and product announcements.
- **Improvement & Analytics:** To analyze usage patterns, improve features, and monitor performance.
- **Legal & Security:** To comply with legal obligations, enforce our Terms of Service, and prevent abuse.

## 3. Data Storage & Processing

- **Database:** PostgreSQL hosted on Azure Database for PostgreSQL (encrypted at rest).
- **File Storage:** Azure Blob Storage for blog media (encrypted at rest).
- **Secrets & Keys:** Stored and rotated in Azure Key Vault.
- **Backups & Retention:** Daily snapshots retained for 30 days; transactional logs archived for 365 days.
- **Processing Regions:** Data is stored and processed in Microsoft Azure "East US" region by default.

#### 4. AI Technology

- We leverage **Azure OpenAI (GPT-4 Turbo)** for all AI-driven consultations and recommendations.
- **Prompt & Response Logging:** User prompts and AI outputs are temporarily logged for quality and safety monitoring, then purged after 30 days.

#### 5. Payment Processing

- **Stripe** handles all credit-bundle purchases. We never store full payment card data on our servers.
- **Webhook Verification:** Stripe webhook events are validated via signature checks before updating your credit balance.

#### 6. Data Security

- **Encryption in Transit:** TLS 1.2+ enforced on all public and internal endpoints.
- **Access Controls:** Role-based access (admin vs. user) enforced in the backend; principle of least privilege applied.
- **OWASP Best Practices:** Input validation, output sanitization, CSRF protection, and security headers to mitigate common web threats.
- **Penetration Testing:** Annual third-party security assessments; critical issues remediated within 30 days.

#### 7. Third-Party Services

- **Azure Services:** Front Door (WAF), CDN, App Service, Application Insights.
- **Analytics & Monitoring:** Azure Monitor and Application Insights for performance and error tracking.
- **Email Delivery:** SMTP provider (configured via Key Vault) for transactional emails.
- **Payment:** Stripe for checkout and billing.

#### 8. Cookies & Tracking

- **Essential Cookies:** For authentication (session management) and security (CSRF tokens).

- **Performance Cookies:** Anonymous usage analytics (via Application Insights) to improve site performance.
- **Third-Party Cookies:** Stripe checkout and Azure Front Door may set cookies for fraud prevention and load balancing.

## 9. Your Rights

- **Access & Portability:** You may request a copy of your personal data in machine-readable format.
- **Correction & Deletion:** You can update or delete your profile information; to delete your account entirely, contact us.
- **Data Subject Requests:** We honor GDPR, CCPA, and other applicable privacy laws—please see our Data Subject Request process in the Help Center.

## 10. Children's Privacy

- Clofy Cloud is **not** intended for children under 13. We do not knowingly collect information from anyone under 13; if you believe we have such data, please contact us to have it removed.

## 11. Admin Access & Team Features

- Users with an **admin** role may view and manage blog content, service listings, and user profiles.
- Team-based collaboration features (if enabled) allow team owners to view usage and content created by team members.

## 12. Changes to This Privacy Policy

- We may update this Policy periodically to reflect new services or legal requirements.
- When we make changes, we'll post the updated date at the top and, for significant changes, notify you via email or in-app notice.

## 13. Contact Us

- If you have questions or requests about this Privacy Policy, please email us at **support@clofy.cloud**