

Privacy Policy

Effective Date: July 26, 2025

Last Updated: July 26, 2025

1. Introduction

NileByte ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (nilebyte.info) and use our AI automation services.

2. Information We Collect

2.1 Personal Information

We may collect the following personal information:

- **Contact Information:** Name, email address, phone number, business address
- **Business Information:** Company name, industry, business requirements
- **Communication Data:** Messages, calls, and correspondence with our team
- **Payment Information:** Billing address and payment method details (processed securely through third-party providers)

2.2 Technical Information

When you visit our website, we automatically collect:

- **Device Information:** IP address, browser type, operating system
- **Usage Data:** Pages visited, time spent, click patterns, referral sources
- **Cookies and Tracking:** Website preferences, session data, analytics information

2.3 AI Service Data

For our AI automation services, we may process:

- **Customer Interaction Data:** Chat logs, voice recordings, social media interactions
- **Business Process Data:** Workflow information, automation parameters
- **Integration Data:** Third-party platform connections and API data

- **Performance Metrics:** System usage, efficiency measurements, error logs

3. How We Use Your Information

3.1 Service Delivery

- Providing and maintaining our AI automation services
- Customizing solutions to meet your business needs
- Processing transactions and managing billing
- Communicating about service updates and support

3.2 Business Operations

- Analyzing service performance and improving our offerings
- Conducting research and development for new AI solutions
- Managing customer relationships and support
- Complying with legal obligations and regulations

3.3 Marketing and Communication

- Sending promotional materials about our services (with consent)
- Providing relevant content and industry insights
- Conducting customer satisfaction surveys
- Announcing new features and updates

4. Legal Basis for Processing (GDPR Compliance)

We process your personal data based on:

- **Contract Performance:** Providing services you've requested
- **Legitimate Interests:** Improving our services and business operations
- **Consent:** Marketing communications and non-essential features
- **Legal Compliance:** Meeting regulatory requirements

5. Information Sharing and Disclosure

5.1 Third-Party Service Providers

We may share information with trusted partners who assist in:

- Payment processing and billing services
- Cloud hosting and data storage
- Analytics and performance monitoring
- Customer support and communication tools

5.2 Business Transfers

In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the business transaction.

5.3 Legal Requirements

We may disclose information when required by law, court order, or to:

- Protect our rights and property
- Ensure user safety and security
- Investigate potential violations of our terms
- Comply with legal processes and regulations

5.4 No Sale of Personal Data

We do not sell, rent, or trade your personal information to third parties for their marketing purposes.

6. Data Security

6.1 Security Measures

We implement industry-standard security measures including:

- Encryption of data in transit and at rest
- Secure access controls and authentication
- Regular security audits and assessments
- Employee training on data protection practices

6.2 AI System Security

Our AI automation solutions include:

- Secure API connections and data transmission
- Access logging and monitoring
- Data isolation between client systems
- Regular security updates and patches

6.3 Incident Response

We maintain procedures for detecting, responding to, and reporting security incidents in accordance with applicable laws.

7. Data Retention

7.1 Retention Periods

We retain personal information for as long as necessary to:

- Provide ongoing services and support
- Comply with legal and regulatory requirements
- Resolve disputes and enforce agreements
- Meet legitimate business purposes

7.2 Data Deletion

Upon request or when no longer needed, we securely delete or anonymize personal information according to our data retention schedule.

8. International Data Transfers

As an Egypt-based company, we may transfer data internationally for service delivery. We ensure appropriate safeguards are in place including:

- Standard contractual clauses
- Adequacy decisions by relevant authorities
- Binding corporate rules where applicable
- Explicit consent when required

9. Your Rights and Choices

9.1 Access and Control

You have the right to:

- **Access:** Request copies of your personal information
- **Rectification:** Correct inaccurate or incomplete data
- **Erasure:** Request deletion of your personal information
- **Portability:** Receive your data in a structured format
- **Restriction:** Limit how we process your information
- **Objection:** Oppose processing based on legitimate interests

9.2 Marketing Preferences

You can opt out of marketing communications by:

- Clicking unsubscribe links in emails
- Contacting us directly at support@nilebyte.info
- Updating preferences in your account settings

9.3 Cookie Management

You can control cookies through your browser settings, though this may affect website functionality.

10. Children's Privacy

Our services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from children. If we discover such collection, we will delete the information promptly.

11. Third-Party Links and Services

Our website may contain links to third-party websites or services. This Privacy Policy does not apply to such external sites. We encourage you to review their privacy policies before providing any information.

12. AI and Automated Decision Making

12.1 Automated Processing

Our AI systems may make automated decisions for:

- Lead qualification and routing
- Content personalization and recommendations
- System optimization and performance tuning
- Fraud detection and security measures

12.2 Human Oversight

We maintain human oversight of significant automated decisions and provide mechanisms for review and appeal when appropriate.

13. Updates to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. We will notify you of material changes through:

- Email notifications to registered users
- Prominent notices on our website
- Direct communication for significant changes

14. Regional Privacy Rights

14.1 European Union (GDPR)

EU residents have additional rights under GDPR, including the right to lodge complaints with supervisory authorities.

14.2 California (CCPA)

California residents may have specific rights regarding personal information disclosure and deletion.

14.3 Other Jurisdictions

We respect privacy rights in all jurisdictions where we operate and will comply with applicable local laws.

15. Contact Information

For privacy-related questions, requests, or concerns, contact us:

Privacy Officer**Email:** support@nilebyte.info**Phone:** +20 1022053999**Address:** Cairo, Egypt**Response Time:** We aim to respond to privacy requests within 30 days.**16. Data Protection Officer**

For complex privacy matters or GDPR-related inquiries, you may contact our designated Data Protection Officer at the above contact information.

17. Complaints and Disputes

If you have concerns about our privacy practices, please contact us first. You also have the right to lodge complaints with relevant data protection authorities in your jurisdiction.

This Privacy Policy is designed to be transparent about our data practices while ensuring compliance with applicable privacy laws. By using our services, you acknowledge that you have read and understood this policy.