

VAiyu Privacy Policy

Effective Date: October 15, 2025

Overview

VAiyu (“we”, “us”, “our”) provides software to help hospitality businesses deliver great guest experiences. This Privacy Policy describes how we collect, use, disclose, and safeguard information when you use our products and services (collectively, the “Services”).

If you have any questions, contact: privacy@vaiyu.app

Information We Collect

- **Account & Contact Information.** Property details, administrator name, business email, and billing information.
- **Operational Data.** Stay activity such as tickets, orders, timestamps, and SLA outcomes entered by staff or guests.
- **Guest-Provided Data.** Optional pre-check-in details, preferences, and feedback submitted by guests.
- **Usage & Device Data.** Log data, IP address, browser metadata, cookies, and similar technologies.

How We Use Information

- Provide, maintain, and improve the Services, including AI features grounded in verifiable operational data.
- Communicate about the Services, including security and transactional messages.
- Protect against fraud, abuse, and misuse, and comply with applicable law.
- Generate aggregated, de-identified analytics that does not identify an individual.

Sharing & Processors

We do not sell personal information. We may share information with trusted service providers (e.g., infrastructure, email, analytics, and AI processors) subject to confidentiality and data-processing terms. Transfers are limited to what is necessary to provide the Services.

Security & Retention

We implement administrative, technical, and organizational measures aligned with industry practice (including encryption in transit, access controls, and monitoring). We retain information for as long as necessary to provide the Services and to meet legal, audit, and compliance obligations.

International Transfers

Where data is transferred across borders, we use appropriate safeguards consistent with applicable data-protection laws.

Your Choices & Rights

Depending on your jurisdiction, you may have rights to access, correct, delete, or port certain information. You can exercise these rights by contacting privacy@vaiyu.app. We will verify requests as required by law.

Changes

We may update this Policy to reflect changes to our practices or legal requirements. We will post the updated Policy and revise the effective date.

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