

PRIVACY POLICY

Last Updated: May 03, 2025

1. INTRODUCTION

Infinite AI Solutions (hereinafter referred to as the "Company") respects Client privacy and is committed to protecting Client's personal data. This Privacy Policy explains how the Company collects, uses, discloses, and safeguards Client information when Client uses the IRIS - Interview Readiness & Improvement System application, website, and services (collectively, the "Service").

Please read this Privacy Policy carefully. By using the Service, Client agrees to the collection and use of information in accordance with this policy.

2. INFORMATION THE COMPANY COLLECTS

The Company collects several types of information from and about users of the Service:

2.1 Personal Information

- **Account Information:** Name, email address, password, and optional profile details (college ID, department ID, section ID, phone number)
- **Authentication Information:** When Client signs in using third-party services like Google, the Company may receive profile information from these services
- **Payment Information:** When Client makes purchases, the Company collects payment information through the payment processor (Razorpay)
- **Profile Information:** Any additional information Client chooses to add to Client's profile

2.2 Resume and Interview Data

- **Resume Content:** Information Client provides in Client's resume, including education, work experience, skills, projects, certifications, and personal details
- **Job Descriptions:** Job descriptions Client uploads or enters for analysis
- **Interview Responses:** Client's responses during mock interviews, including audio recordings and transcriptions
- **Performance Data:** Analysis results, scores, and feedback from Client's interactions with the Service

2.3 Technical Information

- **Usage Data:** Information about how Client uses the Service, including features accessed, time spent, and interaction patterns
- **Device Information:** Device type, operating system, browser type, IP address, and other technical identifiers
- **Cookies and Similar Technologies:** Information collected through cookies and similar technologies to enhance Client's experience

3. HOW THE COMPANY USES CLIENT'S INFORMATION

The Company uses the information collected for various purposes, including:

3.1 Providing and Improving the Service

- Delivering the core functionalities of the Service, including resume building, analysis, preparation plans, mock interviews, and performance analysis
- Personalizing Client's experience based on Client's preferences and usage patterns
- Improving and enhancing the Service and its features
- Training and improving the Company's AI systems to provide better recommendations and analysis

3.2 Communication and Support

- Sending service-related communications, including updates, security alerts, and administrative messages
- Responding to Client's inquiries and providing customer support
- Sending marketing communications about features, offers, and events (with Client's consent)

3.3 Analytics and Research

- Analyzing usage patterns to better understand how users interact with the Service
- Conducting research to improve the Company's algorithms and user experience
- Generating aggregated, non-identifying statistics about user behavior

3.4 Compliance and Security

- Enforcing the Company's Terms of Service and other legal agreements
- Protecting against, investigating, and preventing fraudulent, unauthorized, or illegal activity

- Complying with legal obligations and responding to legal requests

3.5 Third-Party AI Services

- The Company utilizes external AI APIs, including but not limited to services from Anthropic (Claude) and OpenAI, to power certain features of the Service
- Client data may be processed through these third-party AI systems to generate recommendations, perform analyses, and provide mock interview feedback
- The Company has agreements in place with these service providers to protect Client data in accordance with applicable data protection laws

4. HOW THE COMPANY SHARES CLIENT'S INFORMATION

The Company may share Client's information in the following circumstances:

4.1 Service Providers

The Company may share Client's information with third-party vendors, consultants, and other service providers who need access to such information to carry out work on the Company's behalf. These include:

- Payment processors (Razorpay)
- Cloud service providers
- Analytics providers
- AI service providers (Anthropic, OpenAI)
- Customer support services

4.2 Educational Institutions (If Applicable)

If Client is using the Service through an educational institution partnership, the Company may share certain information (like resume analysis statistics and interview performance metrics) with authorized representatives of Client's institution, depending on the terms of the Company's agreement with them.

4.3 Business Transfers

If the Company is involved in a merger, acquisition, or sale of all or a portion of the Company's assets, Client's information may be transferred as part of that transaction.

4.4 Legal Compliance

The Company may disclose Client's information if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency).

4.5 With Client's Consent

The Company may share Client's information with third parties when the Company has Client's consent to do so.

5. DATA SECURITY

The Company implements appropriate technical and organizational measures to protect the security of Client's personal information. However, please be aware that no method of transmission over the Internet or method of electronic storage is 100% secure.

6. DATA RETENTION

6.1 Account Information

The Company will retain Client's account information for the duration of Client's active account plus a period of 24 months after account closure or last activity.

6.2 Resume and Job Description Data

The Company will retain Client's resume information and job descriptions for the duration of Client's active account plus a period of 12 months after account closure.

6.3 Interview Data

Audio recordings of mock interviews will be retained for 90 days from the date of recording. Transcripts and analysis results will be retained for the duration of Client's active account plus a period of 12 months.

6.4 Usage and Analytics Data

Aggregated and anonymized usage data may be retained indefinitely for research and service improvement purposes. Personally identifiable analytics data will be retained for no more than 36 months.

6.5 Payment Information

Payment transaction records will be retained for a period of 7 years to comply with financial regulations. Actual payment method details (card numbers, etc.) are not stored by the Company but are handled by the payment processor.

6.6 Extended Retention

The Company may retain Client's information for longer periods when necessary to comply with legal obligations, resolve disputes, prevent fraud and abuse, enforce agreements, or as required by applicable laws and regulations.

7. CLIENT'S DATA PROTECTION RIGHTS

Depending on Client's location, Client may have certain rights regarding Client's personal information, such as:

7.1 Access

Client has the right to request copies of Client's personal information.

7.2 Rectification

Client has the right to request that the Company correct any information Client believes is inaccurate or complete information Client believes is incomplete.

7.3 Deletion

Client has the right to request that the Company delete Client's personal information, subject to certain exceptions.

7.4 Data Portability

Client has the right to request that the Company transfer the data the Company has collected to another organization, or directly to Client, under certain conditions.

7.5 How to Exercise Client's Rights

To exercise any of these rights, please contact the Company using the contact information provided at the end of this policy. The Company may need to verify Client's identity before responding to Client's request.

8. CHILDREN'S PRIVACY

The Company's Service is not intended for use by children under the age of 16. The Company does not knowingly collect personally identifiable information from children under 16. If Client is a parent or guardian and Client is aware that Client's child has provided the Company with personal information, please contact the Company.

9. INTERNATIONAL DATA TRANSFERS

Client's information may be transferred to — and maintained on — computers located outside of Client's state, province, country, or other governmental jurisdiction where the data protection laws may differ from those of Client's jurisdiction.

If Client is located outside India and chooses to provide information to the Company, please note that the Company transfers the data to India and processes it there.

10. CHANGES TO THIS PRIVACY POLICY

The Company may update this Privacy Policy from time to time. The Company will notify Client of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date.

Client is advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

11. THIRD-PARTY SERVICES

The Company's Service may contain links to other websites or services that are not operated by the Company. If Client clicks on a third-party link, Client will be directed to that third party's site. The Company strongly advises Client to review the Privacy Policy of every site Client visits.

The Company has no control over and assumes no responsibility for the content, privacy policies, or practices of any third-party sites or services.

12. COOKIES AND TRACKING TECHNOLOGIES

12.1 Cookies

Cookies are files with a small amount of data that are stored on Client's device. The Company uses cookies and similar tracking technologies to track activity on the Service and hold certain information.

12.2 Types of Cookies the Company Uses

- **Essential Cookies:** Necessary for the Service to function properly
- **Preference Cookies:** Remember Client's preferences and settings
- **Analytics Cookies:** Help the Company understand how Client uses the Service
- **Marketing Cookies:** Used to deliver relevant advertisements

12.3 Client's Cookie Choices

Most web browsers allow Client to manage Client's cookie preferences. Client can set Client's browser to refuse cookies or delete certain cookies. However, if Client does not accept cookies, Client may not be able to use some portions of the Company's Service.

13. CONTACT US

If Client has any questions about this Privacy Policy or the Company's data practices, please contact the Company at:

Email: admin@iris-ai.in

Address: 97A Perambur Redhills Road, Kolathur, Chennai

Phone: +919994481257