

# Privacy Policy for Vyapar Sathi

**Effective Date:** 20 July 2024

## 1. Introduction

Vyapar Launchpad (Civiccrafft Online Solutions Private Limited) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our AI-driven, multilingual voice companion chatbot ("Service").

## 2. Information We Collect

- **Personal Information:** When you register for or interact with our Service, we may collect personal information such as your name, email address, phone number, and any other information you voluntarily provide.
- **Usage Data:** We automatically collect certain information about your interactions with the Service, including log data, IP address, browser type, device information, and usage patterns.
- **Voice and Text Interactions:** Our Service processes and stores voice and text commands to provide responses and improve our AI capabilities.

## 3. How We Use Your Information

- **To Provide and Improve Our Service:** We use the collected information to deliver and enhance our Service, including personalizing your experience, processing your requests, and improving our AI algorithms.
- **Communication:** We may use your information to send you updates, respond to inquiries, and provide support.
- **Analytics:** We analyze usage data to understand user behavior and improve the functionality and performance of our Service.

## 4. How We Share Your Information

- **Service Providers:** We may share your information with third-party service providers who perform services on our behalf, such as hosting, data analysis, and customer support.
- **Legal Requirements:** We may disclose your information if required by law or in response to valid requests by public authorities.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred to the new owner.

## 5. Data Security

We implement appropriate technical and organizational measures to protect your information from unauthorized access, use, or disclosure. However, no data transmission over the internet or electronic storage system can be guaranteed to be 100% secure.

## 6. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal information, including the right to access, correct, or delete your data, and to object to or restrict certain processing activities. To exercise these rights, please contact us at [support@vlai.in](mailto:support@vlai.in).

## **7. Children's Privacy**

Our Service is not intended for use by children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected such information, we will take steps to delete it.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website and updating the effective date. Your continued use of the Service after the changes take effect constitutes your acceptance of the revised policy.

## **9. Contact Us**

If you have any questions or concerns about this Privacy Policy, please contact us at:  
Civiccrafft Online Solutions Private Limited  
+91 9452624111  
animesh@civiccrafft.in