

Terms of Service & Privacy Notice

Effective Date: 1-Sept-2025

1. Introduction

Welcome to our AI-powered card analyzer platform ("the Service"). By accessing or using this Service, you agree to these Terms of Service and our Privacy Notice. If you do not agree, please do not use the Service.

2. Nature of the Service

Our platform uses machine learning and AI technologies to analyze uploaded name cards (business cards) and extract information such as names, titles, company names, emails, phone numbers, and more.

This is a paid service designed for business use. All payments are final and non-refundable, except where required by applicable law (e.g., in cases of complete service failure).

3. Disclaimer of Privacy & Data Use

Important Notice: While we are not certified or fully compliant with regulations such as PDPA (Malaysia), GDPR (EU), HIPAA (USA), or SOC2, we strive to uphold basic privacy principles, including:

- Not selling your data to any third parties
- Restricting internal access to authorized personnel or authorized third parties only
- Using collected data strictly for improving service quality and AI performance
- Honoring reasonable user requests for data deletion or access (email-based)

 This Service is provided on an "as-is" basis. While we take steps to secure and protect data, we do not guarantee end-to-end encryption or complete privacy.

4. Data Collection

We may collect and process the following types of data:

- Uploaded content (name cards and metadata)
- Technical data (e.g., IP address, browser type, timestamps)
- Usage activity (e.g., frequency of uploads, error logs)
- We do not use cookies or tracking scripts unless explicitly stated.

5. Marketing Communication

By using the Service, you may receive operational and promotional communications from us. You may opt out of promotional emails at any time by clicking the 'unsubscribe' link or contacting us directly. We do not send SMS or phone marketing unless explicitly agreed to.

6. Data Sharing & Third Parties

We do not sell your data. However, we may share your data with authorized third-party service providers who assist us in delivering the Service (e.g., cloud infrastructure, analytics providers, customer support). We may also disclose information if required by law or in response to legal process.

7. Data Usage Disclosure

By uploading content to the Service, you explicitly agree and acknowledge that:

- Your uploaded name cards and analyzed data may be accessed by our internal team for quality control, debugging, abuse detection, and ongoing AI improvement.
- The extracted data may be stored and used for supervised and unsupervised model training. Users may delete their uploaded data at any time, but data already incorporated into AI models cannot be removed retroactively.
- Data used for AI model training will never be sold or shared externally. Trained models do not allow reverse engineering to reconstruct the original user data.
- You retain ownership of your uploaded content, but you grant us a royalty-free, perpetual license to use, analyze, store, and learn from the data for system improvement.
- You are responsible for ensuring you have the legal right to upload and process the content.
- While we take measures to safeguard information, data anonymization or obfuscation is **not guaranteed**, and users should upload with this understanding.
- To comply with retention best practices, inactive accounts and their associated data may be automatically deleted after 18 months of inactivity. Active users may manually delete their data at any time.

8. Sensitive Data Warning

Do NOT upload cards or content that contain:

- Government-issued identification numbers (IC, NRIC, Passport, etc.)
- Medical information
- Financial details (e.g., bank account, credit card numbers)
- Confidential or classified corporate information
- We are not responsible for any misuse or unintended exposure resulting from such uploads, as these types of data are strictly prohibited on the platform.
- By using this Service, you consent to your data being transferred to and stored on servers located outside Malaysia for operational purposes, with appropriate safeguards in place.

9. Security

We implement reasonable technical and administrative safeguards to protect uploaded data by encrypting data at rest (AES-256) and limiting staff/admin access. However, we do not guarantee absolute security. Users are encouraged to use the Service with full understanding of this risk. In the event of a breach, we will notify affected users via email within **72 hours** of discovery.

10. User Rights

You have the right to request:

- Access to the data we hold about you
- Correction of inaccurate data
- Deletion of data (where applicable)
- Opt-out from marketing communications

To exercise these rights, please contact info@vebmy.com

11. User Consent & Liability

By creating an account or using this Service, you confirm that you have read, understood, and agreed to these Terms of Service and Privacy Notice. Your act of signing up constitutes explicit consent to all terms, including our data usage and privacy practices, and serves as a legal agreement between you and us.

Before uploading any content, you further acknowledge and agree that:

- You have the legal right to upload and process the data contained in the name cards.
- You accept full responsibility for the accuracy and legality of the content you upload.
- If a checkbox or similar mechanism is presented, selecting it will serve as an additional confirmation of your consent.
- You waive any claims related to unauthorized access, inaccuracies, or usage of your data within the scope of this agreement.

12. Limitation of Liability

We shall not be held liable for any indirect, incidental, consequential, or special damages, including but not limited to loss of profits, data, or business opportunities arising from your use of the Service.

13. Termination of Service

We reserve the right to suspend or terminate your access to the Service at any time if we believe you have violated these Terms, engaged in abuse, or for necessary operational or security reasons. Where feasible, we will attempt to provide prior notice.

14. Governing Law & Jurisdiction

These Terms are governed by the laws of Malaysia. Any disputes will be resolved in the courts of Kuala Lumpur.

15. Changes to Terms

We reserve the right to update these Terms at any time. Continued use of the Service constitutes your acceptance of the updated Terms.

16. Contact Us

For any inquiries, data removal requests, or privacy concerns, contact us at:
info@vebmy.com

17. TL;DR (Quick Summary)

-  We analyze your namecards using AI
-  We may view and use your data for training our models
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-  We may view and use your data for training our models
-  Do not upload sensitive or confidential information
-  We follow basic PDPA-style practices, but we are not certified
-  You're charged for use, and no refunds are provided
-  You can email us for data review or deletion

This summary is for convenience only. Please read the full Terms of Service for complete details.