

# Privacy Policy — eGeniePlus

**Last Updated: 17-November-2025**

This Privacy Policy explains how **eGeniePlus Technologies Inc.** (“eGeniePlus,” “we,” “our,” or “us”) collects, uses, stores, and protects your personal data when you access or use the eGeniePlus platform, website, mobile applications, or any related services (“Product”).

By using eGeniePlus, you consent to the practices described in this Privacy Policy.

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## 1. Information We Collect

### A. Information You Provide

- Name
- Email address
- Phone number (if provided)
- Login credentials
- Billing and payment information
- Messages, prompts, uploads, and AI inputs
- Feedback and support requests

### B. Automatically Collected Information

- Device information (model, OS, browser)
- IP address & geolocation (approximate region only)
- Usage data (features used, time spent, interactions)
- Cookies, session tokens, analytics data

### C. Content Processed by AI

Data you input into the AI (text, images, documents) is processed to generate responses. We **do not** use your input to train public AI models unless you explicitly opt-in.

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## 2. How We Use Your Information

We use your information to:

- Provide and improve the eGeniePlus platform
- Authenticate your account
- Personalize your experience
- Prevent fraud, abuse, and security threats
- Communicate important updates or support messages

- Analyze usage to improve performance
  - Comply with legal obligations
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### 3. Legal Basis for Processing (for EU/UK users)

We process data under the following lawful bases:

- Performance of a contract
  - Legitimate business interests
  - Compliance with legal obligations
  - Consent (where required)
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### 4. How We Share Your Information

We may share your data with:

- **Service providers** (cloud hosting, payments, analytics)
- **AI model providers** (OpenAI, Anthropic, etc.) strictly to process your requests
- **Legal authorities** when required by law
- **Affiliates or successors** in case of merger or acquisition

We **never** sell your personal data.

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### 5. Data Retention

We retain your personal data only as long as necessary to:

- Provide the service
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

You may request deletion at any time.

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### 6. Your Rights

Depending on your location, you may have the right to:

- Access your data
- Correct inaccurate data

- Delete your data
- Object to processing
- Export your data (data portability)
- Withdraw consent

To exercise your rights, contact:  
**support@eGeniePlus.ai**

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## 7. Security Measures

We use industry-standard safeguards, including:

- Encryption (in transit & at rest)
- Secure cloud hosting
- Access controls
- Regular audits

However, no system is 100% secure, and we cannot guarantee absolute protection.

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## 8. Children's Privacy

Our service is not intended for users under **16 years** of age.  
We do not knowingly collect children's data.

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## 9. International Data Transfers

Your data may be transferred to and processed in countries outside your jurisdiction.  
We use:

- Standard Contractual Clauses (SCCs)
- Platform-level compliance (AWS, Google Cloud, etc.)

to ensure adequate protection.

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## 10. Changes to This Policy

We may update this Privacy Policy periodically.  
Continued use of eGeniePlus after updates constitutes acceptance.

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## 11. Contact Us

If you have questions, reach out:  
**support@eGeniePlus.ai**