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Full-Fill.ai Privacy Policy

1. Introduction

Full-Fill.ai is a SaaS platform developed and operated by **Salora AI LTD**, a limited liability company incorporated in Israel, with its registered address at **Yeshayahu 20, Tel-Aviv 6249417, Israel** ("we", "our", or "us"). This Privacy Policy describes how we collect, use, and protect your personal information when you access our service at app.full-fill.ai or related sites.

Full-Fill.ai is an AI-powered platform designed to help sales and presales professionals respond to RFPs and technical questionnaires more efficiently.

2. Information We Collect

When you register or use Full-Fill.ai, we collect:

- **Account information:** First name, last name, email address, organization name, and password.
- **Uploaded content:** Documents, datasheets, manuals, questionnaires, or any other content you provide.
- **Usage data:** Technical data such as IP address, browser type, and pages visited—collected via cookies and third-party analytics tools.

3. User Consent and Data Processing

By using Full-Fill.ai, you consent to the collection, storage, and processing of your information for the purpose of delivering, maintaining, and improving the platform. We do **not** sell, rent, or repurpose your data for unrelated uses. All data is processed in accordance with this policy and relevant laws.

4. Use of Your Data

We use your data solely for the following purposes:

- To create and manage your account

- To provide the Full-Fill.ai service, including processing your uploaded content
- To improve platform performance and reliability
- To send essential communications (e.g. system updates, service notices)

We may use **aggregated or anonymized** usage data for internal analytics, but this cannot identify you personally.

5. Data Storage and Security

Your data is stored securely on cloud infrastructure (e.g., Google Cloud Platform, AWS) and protected with modern encryption methods (both in transit and at rest). We follow industry-standard security practices to safeguard your information.

In case of a data breach, we will investigate promptly and notify affected users as required by law.

6. No Third-Party Sharing

We do **not** share your personal data with third parties unless:

- You give us explicit permission
- We are legally obligated to do so
- It's necessary for our service providers (such as hosting vendors) to help us operate the platform

All service providers are bound by confidentiality obligations and act only under our instruction.

7. Third-Party Tools

We use limited third-party tools to improve our services:

- **Google Analytics** (on our marketing site) collects anonymous web traffic data.
- **Microsoft Clarity** (in the app) tracks user behavior via heatmaps and session replays.

These tools use cookies and may process usage data. The information is anonymized and used only to improve the user experience. For more details, see the Google Privacy Policy and [Microsoft Privacy Statement](#).

8. Cookies and Tracking

We use cookies to support functionality and analytics. These include:

- **Essential cookies** for login sessions and user preferences
- **Analytics cookies** for measuring usage patterns

You can manage cookie preferences via your browser settings. More details are available in our [Cookie Policy](#).

9. GDPR and International Users

If you're located in the EU, EEA, or UK, we process your personal data according to the principles of the **General Data Protection Regulation (GDPR)**. This includes:

- Processing based on your consent or legitimate interest
- Respecting your rights to access, correct, delete, or export your data

Where analytics data is transferred outside the EU (e.g., to Google in the U.S.), we rely on **Standard Contractual Clauses** or other legal safeguards.

Although we are based in Israel, we aim to align with global privacy standards.

10. Data Transfers and Jurisdiction

We store and process data on secure infrastructure in the **European Union** and the **United States**, using reputable providers. By using Full-Fill.ai, you consent to the transfer of your data to these jurisdictions under applicable safeguards.

Salora AI LTD is headquartered in **Tel-Aviv, Israel**, and Israeli law governs our data handling practices, alongside other applicable regulations.

11. Your Consent and Controls

By registering or uploading content, you consent to the data practices described in this policy. You may:

- Delete your content or close your account at any time
- Control cookies through your browser or opt-out of tracking tools

- Request corrections, data exports, or deletion of your personal information

If you have a concern about how your data is being used, please contact us at [insert support email or link].

12. Changes to This Policy

We may update this Privacy Policy periodically. If material changes are made, we will notify you via the App or email. The latest version will always be posted with an updated “Last Update” date.