

Shenma Privacy Policy

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Introduction

Welcome to Shenma.This privacy policy ("Privacy Policy") explains how we collect, use, share and otherwise process the personal information of users and other individuals in connection with Shenma app, websites, software, and related services (the "Platform"), that link to or reference this Privacy Policy.
Data Controller: The Platform is provided and controlled by SANGFOR TECHNOLOGIES.
If you have any questions about this Privacy Policy or how we use your personal information, please contact feedback
zgsm@sangfor.com.cn

What Information We Collect

We collect your information in three ways: Information You Provide, Automatically Collected Information, and Information From Other Sources. More detail is provided below.

Information You Provide

- Profile Information. We collect information that you provide when you set up, sign-in, or manage your account on the Platform, such as your email address, and password.
- User Content. Your codebase files are stored locally on your devices. To provide you with codebase indexes, your codebase files will be temporarily uploaded to our servers to compute embeddings. Upon completion, all plaintext code will be permanently deleted; we only retain the embeddings and associated metadata. When you interact with the Platform's integrated AI-chatbot, we collect any information (including any code snippets) that you choose to input.
- Purchase Information. When you make a purchase on the Platform, we collect information about the purchase and payment method.
- Voluntary Surveys and Research Information. We collect information you provide if you choose to participate in a survey, research, event, contest, or promotion conducted or sponsored by us.
- Information When You Contact Us. When you contact us, we collect the information you send us, such as feedback or inquiries about your use of the Platform, your data subject requests or queries, or information about possible violations of our Terms of Service (our "Terms") or other policies that we may introduce from time to time.

Automatically Collected Information

- Technical Information. We automatically collect certain device and network connection information when you access the Platform. This information includes your operating system and IP address, and service-related, diagnostic, and performance information, including crash reports and performance logs. We automatically assign you a device ID and user ID.
- Usage Information. We automatically collect information about how you engage with the Platform, including when and how you register and log-in to the Platform and the duration and frequency of your Platform usage. When you engage with our AI-chatbot, we also collect any feedback you give, AI-generated output, and associated metadata.
- Cookies. We use cookies and similar tracking technologies to operate and provide the Platform. To learn more about our use of cookies and other tracking technologies, and how to manage your website privacy settings, please visit our Cookies Policy.

Information From Other Sources

- Log-in, Sign-up, or Linked Services. Where available, if you choose to sign-up or log-in to the Platform using, or link your account to, a third party service, we may collect information from that service, such as your username, profile photo and email address.
- Payment and Transaction Fulfillment Providers. We receive information about you from payment and transaction fulfillment providers, such as payment confirmation details, and information about the products you purchase.

How We Use Your Information

We use your information to operate, provide, develop, and improve the Platform, including for the following purposes:

- To provide and administer the Platform, such as enabling you to browse the website, create and manage your account, and develop software using the provided tools.
- To communicate with you and provide user support, including notifying you about changes to the Platform or to our Terms or policies, and responding to and otherwise processing your queries, requests, complaints, and feedback.
- To facilitate your purchases, including sharing your information with payment and transaction fulfillment providers and other service providers in order to process your orders.
- To enforce our Terms and other policies that apply to you, such as by reviewing User Content and other information to protect the safety and well-being of our community.
- To maintain and enhance the Platform's safety, security, and stability by identifying and addressing technical or security issues and detecting inappropriate and illegal activity.
- To review, improve, and develop the Platform, including by analyzing how you are using the Platform, conducting voluntary surveys and research, and training and improving our technology.
- To comply with our legal obligations, including where necessary to assist in law enforcement and government or regulatory investigations.

We may also use your information for any other purposes disclosed to you at the time we collect your information, with your consent, or as otherwise permitted by applicable laws.

How We Share Your Information

We share your personal information with the recipients or in the scenarios listed below, for the purposes described in this Privacy Policy.

Service Providers. We engage service providers that help us provide and develop the Platform. For example, the Platform shares your AI-chatbot inputs with large language models to support your coding experience and help generate responses.
Third Party Platforms and Partners. We may share certain Information You Provide, Technical Information, and Usage Information with third parties whose platforms or services are integrated with the Platform. For example, if you sign-up or log-in to the Platform using your third party account details, we will share certain Technical Information to facilitate account sign-up or log-in. Our Corporate Group. Certain entities within our corporate group ("Corporate Group") receive and process personal information to support the provision of the Platform. These entities process Information You Provide, Automatically Collected Information, and Information From Other Sources for us, as necessary to provide functions such as storage, content delivery, security, research and development, analytics, online payments, customer and technical support, and content moderation.
Corporate Transactions. Your information may be disclosed to third parties:

- In the event that we discuss or negotiate the sale or sell any business or assets, in which case we may disclose your information to the prospective buyer of such business or assets; or
- In connection with a corporate transaction, such as a merger, sale of assets or shares, reorganization, financing, change of control, or acquisition of all or a portion of our business including asset sales, consolidations or in the unlikely event of bankruptcy.

Legal Obligations and Rights

We may access, preserve, and share the information described in "What Information We Collect" with any competent law enforcement body, regulatory or government agency, court, public authority, or other third party if we have good faith belief that it is necessary to:

- Comply with applicable laws, regulations, codes of practice, legal process, or governmental guidance or requests as consistent with internationally recognised standards;
- Protect the rights, property, and safety of our users and others as required or permitted by law;
- Exercise or defend any legal claims, including to respond to subpoenas, court orders, legal process, law enforcement requests, legal claims, or government inquiries;
- Investigate potential violations of and enforce our Terms, or any other applicable terms, policies, or standards; or
- Detect, investigate, prevent, or otherwise address misleading or illegal activities.

With Your Consent. We may share your information for other purposes pursuant to your consent or at your direction.

Your Rights and Choices

You may have rights and choices when it comes to your information. Depending on where you live, your rights under applicable laws may include the right to access, delete, transfer, or correct your personal information; to be informed of the ways in which we process your personal information; to object to certain processing activities; to file complaints with authorities; and more. Some of your rights apply generally, while others will only apply in certain circumstances. And, depending on the scenario, these rights may be subject to some limitations by law.
For detailed information about the specific rights available to you in your region, please see the Supplemental Terms – Jurisdiction Specific section below. And, for information about your cookie-related privacy choices, please visit our Cookies Policy.
If you have questions or would like to exercise any of your personal information rights, please Contact Us at email: zgsm@sangfor.com.cn or see the Supplemental Terms – Jurisdiction Specific section below, in case a local contact is available in your region. Before we can respond to your request, you may be asked to verify your identity or your account details or provide additional information so that we can properly understand your request.

If you are not satisfied with our response to any of your rights requests, we encourage you to Contact Us at zgsm@sangfor.com.cn

Data Security

Security of your information is important to us. We maintain technical, administrative, and physical security measures designed to protect your information from unauthorized access, theft, disclosure, modification, or loss, and to provide a level of security appropriate to the processing risk We regularly review our security measures to consider newly available technology and methods. To help protect your personal information, please do not disclose personal or sensitive information when you engage with the Platform's AI-chatbot.
The Platform may, from time to time, contain links to policies, functionality, or content maintained by third parties we do not control. We are not responsible for, and make no representations regarding, such third party policies and practices.

Data Retention

We retain information for as long as necessary to provide the Platform and for the other purposes set out in this Privacy Policy. We also retain information when necessary to comply with our contractual and legal obligations, when we have a legitimate business interest to do so (such as improving and developing the Platform, and enhancing its safety, security, and stability), and for the exercise or defense of legal claims.
The retention periods will be different depending on the type of information and the purposes for which we use the information. For example, we retain your Profile Information and User Content for as long as you have an account. If you violate our Terms, we may immediately remove your access to the Platform but retain your information as necessary to investigate the violation, to the extent permitted by applicable laws.

International Data Transfers

Your personal information may be stored on a server located outside of your country of residence. We store the information we collect in secure servers located in the United States, Singapore and Malaysia. We may also transfer your personal information internationally for one or more of the purposes described in this Privacy Policy. Any international transfer of, or access to, your personal information is conducted according to the requirements of applicable data protection laws.

Minimum Age and Minors

The Platform is not directed at, and may not be used by, minors under the age of 18. If you believe that we have collected personal information from or about a minor under the minimum age, please contact us at zgsm@sangfor.com.cn

Privacy Policy Updates

We may amend or update this Privacy Policy from time to time. We will notify you of material changes by updating the "Last Updated" date at the top of the new Privacy Policy, posting the new Privacy Policy, or by providing other notice as required by applicable laws. We recommend that you review the Privacy Policy from time to time to stay informed of our privacy practices.

Contact Us

Questions, comments, and requests regarding this Privacy Policy should be addressed to: zgsm@sangfor.com.cn