

ZYGENAI

PRIVACY POLICY

1. INTRODUCTION

ZygenAI ("ZygenAI," "Company," "we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, store, disclose, and protect information in connection with the ZygenAI platform, website (zygenai.com), and related services (collectively, the "Service").

This Privacy Policy applies to all users of the Service, including individual sellers and authorized representatives of business entities. By accessing or using the Service, you acknowledge that you have read, understood, and agree to the data practices described in this Privacy Policy.

If you do not agree with this Privacy Policy, you must not access or use the Service.

2. INFORMATION WE COLLECT

We collect the following categories of information to provide and improve the Service:

2.1 Information You Provide Directly to Us

(a) Account Registration Data: When you create an account, we collect your name, email address, company name (if applicable), and billing address. We may also collect a phone number for account recovery or critical service notifications.

(b) Payment Information: All payment transactions are processed by our third-party payment processor, Stripe, Inc. We do not collect or store your full credit card number, CVV, or bank account details on our servers. We retain only a tokenized reference to your payment method and limited billing details (last four digits of card, expiration date, and billing postal code) for subscription management purposes.

(c) Communications: When you contact our support team via email at support@zygenai.com or through the website contact form, we collect the content of your message and any attachments you provide.

2.2 Information We Access Through Marketplace Integrations

When you connect your seller account from a third-party marketplace (e.g., eBay, Shopify, Amazon) via OAuth or API:

(a) Buyer Messages: We access the content of messages sent by your customers to your store. This includes the message body, timestamp, and associated item ID.

(b) Order Data: We access transactional data required to generate accurate AI replies. This includes:

- Order status (shipped, delivered, pending)
- Tracking numbers and carrier information

- Item titles and quantities
- Buyer name and shipping address (city/state level only)

(c) Store Profile: We access your store name and seller rating to personalize the AI's tone and identity.

2.3 Information Collected Automatically (Usage Data)

When you interact with the ZygenAI dashboard or website:

(a) Log Data: Our servers automatically record information created by your use of the Service. This includes your IP address, browser type and version, operating system, referring URLs, pages visited, and the date and time of each request.

(b) Cookies and Similar Technologies: We use essential cookies to maintain your login session and remember your preferences. We do not use third-party advertising cookies or tracking pixels for behavioral advertising on the ZygenAI platform.

(c) AI Usage Analytics: We collect anonymized metrics regarding the volume of messages processed, response times, and escalation rates. This data is used solely to improve the accuracy and performance of our AI models and is not tied to the content of specific customer messages.

3. HOW WE USE YOUR INFORMATION

We use the information we collect for the following business and commercial purposes:

3.1 Service Provision and Automation

- To generate and send AI-powered reply drafts or automated responses on your behalf within connected marketplace platforms.
- To synchronize order data and display message threads within your ZygenAI dashboard.
- To process your subscription payments and maintain your account.

3.2 Service Improvement and AI Training

- We may use anonymized and aggregated message data (with all personally identifiable information of buyers and sellers removed) to train and improve our proprietary AI models. This helps ZygenAI become more accurate in understanding e-commerce support queries over time. We will never use your specific, unredacted buyer conversations to train models that serve other sellers without explicit opt-in consent.

3.3 Communication and Support

- To send you transactional emails regarding account activity, subscription renewals, billing updates, or changes to our legal terms.
- To respond to your customer support inquiries and provide technical assistance.

3.4 Security and Compliance

- To detect, investigate, and prevent fraudulent transactions, unauthorized access to the Service, and other illegal activities.
- To comply with applicable laws, regulations, and legal processes.

4. HOW WE SHARE AND DISCLOSE INFORMATION

ZygenAI does not sell, rent, or trade your personal information or your buyers' personal information for monetary consideration. We only share data in the following limited circumstances:

4.1 Service Providers and Subprocessors

We engage trusted third-party companies to facilitate our Service. These entities have access to your information only to perform specific tasks on our behalf and are obligated not to disclose or use it for any other purpose.

- Stripe, Inc. (Payment Processing): Processes subscription payments. Stripe's Privacy Policy governs the handling of payment details.
- Cloud Hosting Providers (Infrastructure): Hosts our application servers and databases. Data is encrypted at rest and in transit.
- AI Model Providers (LLM Inference): We may utilize secure API endpoints from enterprise-grade AI providers to generate replies. Our contracts with these providers strictly prohibit them from using your data to train their own public models.

4.2 Legal and Regulatory Disclosures

We may disclose your information if required to do so by law or in the good-faith belief that such action is necessary to:

- Comply with a legal obligation, subpoena, or court order.
- Protect and defend the rights or property of ZygenAI.
- Prevent or investigate possible wrongdoing in connection with the Service.
- Protect the personal safety of users of the Service or the public.

4.3 Business Transfers

If ZygenAI is involved in a merger, acquisition, or sale of all or a portion of its assets, your information may be transferred as part of that transaction. We will provide notice to you via email and/or a prominent notice on our website of any change in ownership or uses of your personal information.

4.4 With Your Consent

We may share your information for other purposes with your explicit consent.

5. DATA RETENTION

We retain personal information for as long as necessary to provide the Service and fulfill the purposes outlined in this Privacy Policy.

- Account Data: Retained for the life of your active subscription.
- Marketplace Message Data: Retained for a period of up to ninety (90) days following the termination of your account, after which it is automatically purged from our active systems.
- Anonymized Data: We may retain aggregated, anonymized data derived from the Service indefinitely for analytics and AI improvement, as this data cannot be linked back to an individual user or buyer.

6. DATA SECURITY

ZygenAI implements and maintains reasonable administrative, technical, and physical safeguards designed to protect the confidentiality, integrity, and availability of your personal information. These measures include:

- Encryption of data in transit using TLS 1.3.
- Encryption of sensitive data at rest using AES-256.
- Secure OAuth 2.0 protocols for all marketplace integrations.
- Regular vulnerability scanning and penetration testing.

While we strive to use commercially acceptable means to protect your personal information, no method of transmission over the Internet or electronic storage is 100% secure. Therefore, we cannot guarantee absolute security.

7. INTERNATIONAL DATA TRANSFERS

ZygenAI is a global service. Your information may be transferred to and processed on servers located in the United States or other jurisdictions where our service providers operate. These jurisdictions may have data protection laws that differ from the laws in your country of residence.

By using the Service, you consent to the transfer of your information to the United States and other jurisdictions for processing in accordance with this Privacy Policy. We take appropriate safeguards to ensure that such transfers comply with applicable legal requirements.

8. YOUR PRIVACY RIGHTS AND CHOICES

Depending on your jurisdiction of residence, you may have certain rights regarding your personal information.

8.1 Access and Correction

You can access and update most of your basic account information directly through your ZygenAI dashboard settings.

8.2 Data Deletion

You may request the deletion of your account and associated personal data by contacting us at privacy@zygenai.com. Upon verification of your request, we will delete your account and associated marketplace tokens. Please note that we may retain certain information as required by law or for legitimate business purposes (e.g., financial records for tax purposes).

8.3 Marketing Communications

You may opt-out of receiving non-essential promotional emails from ZygenAI by using the "unsubscribe" link provided in the footer of such emails. You cannot opt-out of receiving transactional emails related to your account, security alerts, or legal notices.

8.4 Do Not Track Signals

Our website does not respond to Do Not Track (DNT) signals at this time.

9. CHILDREN'S PRIVACY

The Service is not intended for individuals under the age of eighteen (18). We do not knowingly collect or solicit personal information from anyone under 18. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately. If we become aware that we have collected personal information from a child under 18, we will delete that information as quickly as possible.

10. THIRD-PARTY PLATFORMS AND LINKS

The Service integrates with third-party e-commerce marketplaces (e.g., eBay, Shopify). This Privacy Policy does not apply to the practices of those platforms. We encourage you to review the privacy policies of the marketplaces you connect to understand how they collect and use your data.

11. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We will notify you of any material changes by posting the updated policy on this page and updating the "Last Updated" date. We may also provide notice via email or a dashboard notification. Your continued use of the Service after the effective date of the revised Privacy Policy constitutes your acceptance of the changes.

12. CONTACT US

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact our Data Protection Officer:

ZygenAI Legal & Privacy Team
Email: support@zygenai.com
Website: zygenai.com

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