

# Privacy Policy

The following Privacy Policy ("Privacy Policy") enclosed herein serves as a comprehensive document outlining the practices related to the utilization of the services ("Services") provided by all platforms associated with DNTEL Inc. ("DNTEL," "we," "us," "our" or "Data Controller"). These platforms, including but not limited to, the Website [dntel.ai](https://dntel.ai) and any associated applications (collectively referred to as the "Platforms"). This Privacy Policy details how we collect, share, and utilize data pertaining to individuals using our Platforms ("Users" or "End Users").

This Privacy Policy, in conjunction with our Terms of Use ("Terms") [dntel.ai/terms](https://dntel.ai/terms), regulates the collection and processing of User data. It applies to all information collected through our Platforms and is binding upon the use of our Services, any associated services, marketing efforts, events, related in any manner, to this Privacy Policy. Collectively, all of these components are referred to as the "Services".

Users are advised to read this Policy and our Terms carefully. The conduct of the Users by using the Services of our Platform signifies the consent for collection and use of information along with the obligation to comply with the use practices given in the Privacy Policy. If the Users do not consent to this Privacy Policy, the Services of the Platform shall be immediately discontinued.

## COLLECTION OF INFORMATION

Information about the Users which is accessible through open sources and third party service providers may also be automatically collected.

When registering for the use of our Services, information pertaining to but not limited to, lodging complaints, personal information such as the User's name, email, or phone number.

Information pertaining to inputs, file upload, feedback or access to necessary tools that the Users provide to our Services shall also be collected.

Users may submit files, videos, documents, images and information used to access different tools necessary for the efficient and effective performance of tasks and use of our Services ("Prompts"), which shall be used to generate responses based on the communication between the Users and the Platform ("Output"). Personal data received through User Prompts, will be collected and may be reproduced in the Outputs.

## **INFORMATION AUTOMATICALLY RECEIVED**

We automatically collect:

### **Log Data**

- Internet Protocol (IP) address
- Device type and version
- Browser type and settings
- Date and time of requests
- User interaction history

### **Usage Data**

- Navigation patterns within our Services
- Feature usage statistics
- Access timestamps
- Geographic location data
- Session duration

### **Device Information**

- Operating system
- Device identifiers
- Browser characteristics
- Network information

## **Analytics**

We employ online analytics tools using cookies to analyze user behavior and improve our Services.

## **USE OF INFORMATION**

The collected information may be used for:

1. Service Provision and Improvement
  - Providing core services
  - Development of new features
  - Improving platform responses
  - Training our technology
  - Enhancing user experience
2. Platform Management
  - Communication management
  - Request handling
  - Business analysis
  - Customer support
3. Statutory Compliance
  - Legal obligations
  - Regulatory requirements
  - Fraud prevention
  - Security maintenance
4. Research and Development
  - Service optimization
  - Feature development
  - Performance analysis
  - User experience research

## **PROCESSORS**

We use the following third-party processors with GDPR-compliant data processing agreements:

<b>Name</b>	<b>Purpose</b>	<b>Location</b>
Amazon SES	Email Services	United States
AWS	Cloud Infrastructure	Worldwide
Cloudflare	Content Delivery	Worldwide
Vercel	Website Hosting	Worldwide

## **DATA PROTECTION RIGHTS**

Users have the following rights:

1. Right to Access
  - Review personal information
  - Question data usage
  - Understand processing methods
2. Right to Erasure
  - Request data deletion
  - Remove personal information
  - Opt-out of processing
3. Right to Object
  - Contest data processing
  - Refuse certain uses
  - Challenge automated decisions
4. Data Portability
  - Receive data copies
  - Transfer information
  - Export personal data
5. Right to Rectification
  - Correct inaccuracies
  - Update information
  - Modify personal data
6. Processing Restrictions

- Limit data usage
- Pause processing
- Control information flow

## SECURITY MEASURES

We implement industry-standard security measures including:

- Encryption protocols
- Access controls
- Regular security audits
- Secure data storage
- Network protection
- Monitoring systems

## COOKIES AND TRACKING

Category	Purpose	Duration
Essential	Platform functionality	Session
Analytics	Usage analysis	2 years
Performance	Service optimization	1 year
Preference	User settings	1 year

## DATA RETENTION

We retain personal data as required for:

- Service delivery
- Legal compliance
- Business operations

- Security purposes
- Analytics and improvement

## **CHILDREN'S PRIVACY**

We do not knowingly collect information from children under 13. Upon notification of such collection, we will delete the information within 7 days.

## **CONTACT INFORMATION**

For privacy-related inquiries: Email: [privacy@dntel.com](mailto:privacy@dntel.com)

Physical Address: 435 W Dilido Dr, Miami Beach, FL 33139

## **UPDATES TO POLICY**

We reserve the right to update this Privacy Policy periodically. Continued use of Services constitutes acceptance of updates.

Last Updated: November 14, 2024