

ADROIT CHAT

Privacy Policy

Effective Date: March 24, 2026

This Privacy Policy describes how Adroit Cloud (“we,” “our,” or “us”) collects, uses, stores, and protects information when you use Adroit Chat, our real-time organizational communication and AI assistant platform (“the App”). By using Adroit Chat, you agree to the practices described in this Policy.

1. Information We Collect

We collect the following categories of information:

1.1 Account & Identity Information

- Your name and email address provided during registration
- A unique account identifier assigned to you at sign-up
- Google account information (name, email, profile picture) when you choose to sign in with Google
- Your organization membership, role, and workspace association

1.2 Device & Technical Information

- Device type and model, manufacturer, operating system, and OS version
- Platform type (e.g. Android, iOS, Windows, macOS, Web)
- A stable install identifier stored securely on your device
- App version
- Browser information when accessing via Web

1.3 Chat Messages & Content

- Messages you send in organization chat rooms

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| • AI-generated responses produced in reply to your queries |
| • Room membership and identifiers for rooms you participate in |
| • Message timestamps |
| • Activity notes you create in the Activities section |

1.4 Usage Data

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| • Login events and the workspace accessed during each session |
| • Connection and session activity |
| • Queries you submit to the AI assistant |
| • Summarized business data context shared with the AI when generating a response to your query |

2. How We Use Your Information

We use the information we collect for the following purposes:

- Authentication and access control: to sign you in securely, verify your membership in an organization, and manage your session.
- Messaging services: to deliver, store, and display messages to the appropriate chat room participants in real time.
- AI-powered features: to process your queries and return relevant, context-aware responses using integrated AI capabilities.
- Security and fraud prevention: to record device information associated with login events for detecting unauthorized access and maintaining audit trails.
- Service improvement: to understand platform usage patterns, diagnose issues, and improve features over time.
- Organization management: to associate your account with the correct workspace and enforce role-based access controls.

3. Data Storage and Retention

Your data is stored and managed as follows:

- Account and authentication data is managed by Google Firebase Authentication, governed by Google's privacy practices.
- Chat messages and activity logs are stored on Adroit Cloud's secure servers, associated with your organization's workspace.
- Device and login records are stored on Adroit Cloud's servers for security and audit purposes.
- Sensitive credentials (such as your account identifier and selected workspace) are stored locally on your device using encrypted secure storage.

We retain your data for as long as your account remains active or as required to provide our services. You may request deletion of your account and associated data by contacting us (see Section 9).

4. AI Features and Third-Party Processing

Adroit Chat includes an AI assistant to help you query and understand your organization's data. When you use this feature:

- Your query and a summarized data context (such as aggregated figures and date ranges relevant to your question) are sent to a third-party AI provider for processing.
- Detailed individual records are not shared with the AI provider; only computed summaries are used.
- The third-party AI provider's handling of submitted data is governed by their own terms of service and privacy policy.
- AI responses are visible to all participants in the active chat room.

We do not use your data to train AI models. Each AI query is stateless — no conversation history is retained by the AI between sessions.

5. Real-Time Communication

Adroit Chat uses real-time messaging technology to deliver messages instantly. Please be aware of the following:

- Messages you send to a room are visible to all members currently connected to that room.
- Your display name (typically your email address) is shown alongside your messages.
- System notifications, such as join and leave events, are automatically generated and visible to room participants.
- Messages are stored persistently and form part of a room's message history, retrievable in future sessions.

6. How We Share Your Information

We do not sell your personal information. We share data only in the following circumstances:

- Within your organization: Other members of your organization's chat rooms can see messages you send, including your display name.
- Service providers: We work with third-party services to operate the platform, including Google Firebase for authentication and an AI provider for assistant features. These providers are bound by appropriate data processing terms.
- Legal compliance: We may disclose information if required by law, court order, or to protect our rights, users, or the public.
- Business transfers: In the event of a merger, acquisition, or sale of assets, user data may be transferred to the successor entity.

7. Security

We take reasonable steps to protect your information, including:

- Encrypting credentials and sensitive tokens stored locally on your device.
- Transmitting all data between the App and our servers using HTTPS/TLS encryption.
- Delegating password management and credential security to Google Firebase Authentication.
- Isolating each organization's data within its own workspace, with server-side access verification on every session.
- Tracking login events with device information to help detect unauthorized access.

No security system is completely infallible. We encourage you to use a strong, unique password and to contact us immediately if you suspect unauthorized access to your account.

8. Your Rights and Choices

Depending on your jurisdiction, you may have the following rights regarding your personal data:

- Access: Request a copy of the personal data we hold about you.
- Correction: Request that inaccurate or incomplete data be corrected.
- Deletion: Request that your account and associated personal data be deleted.
- Portability: Request your data in a structured, machine-readable format.
- Objection: Object to specific uses of your data.
- Withdraw consent: Revoke consent for data processing where consent is the legal basis.

To exercise any of these rights, please contact us using the information in Section 9. We will respond within 30 days.

9. Contact Information

If you have questions, concerns, or requests relating to this Privacy Policy, please contact us:

Company	Adroit Cloud
Platform	Adroit Chat
Website	https://adroitcloud.online
Email	privacy@adroitcloud.online

10. Updates to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the Effective Date at the top of this document. We encourage you to review this Policy periodically. Continued use of Adroit Chat after changes are posted constitutes your acceptance of the updated Policy.

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