



## Privacy Policy

Effective Date: July 28, 2025

Welcome to ENSOhello

Your privacy matters to us. This Privacy Policy explains how we collect, use, and protect your personal information when you use our website and app.

ENSOhello, LLC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

ENSOhello, LLC may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

### 1. What We Collect

When registering on our site, as appropriate, you may be asked to enter your:

- Name and email address
- Usage data (pages viewed, features used)
- Device info (IP address, browser type, operating system)
- Optional data from third-party integrations
- User-generated content, including inputs used to create AI outputs

### 2. Why We Collect It

We require this information to understand your needs and provide you with a better service, and in particular we use your data to:

- Update and improve ENSOhello
- Personalize your experience
- Communicate updates and support
- Understand usage patterns to enhance the product



### 3. Cookies

We use cookies to improve your browsing experience, analyze traffic, and personalize content. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to disable cookies through your browser settings.

### 4. User-Generated Content

Any content you generate using ENSOhello, including prompts, images, and text, remains yours. By using our app, you grant us a license to store and display this content within the platform.

### 5. Third-Party Services

We may use third-party tools such as Google Analytics, Firebase, and Stripe. ENSOhello, LLC cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### 6. GDPR & CCPA Compliance

If you reside in the EU, UK, or California, you have specific rights regarding your personal data, including:

- The right to access, correct, or delete your data
- The right to request a copy of your data
- The right to opt out of data selling (CCPA)

To exercise any of these rights, contact us at [hello@ensohello.com](mailto:hello@ensohello.com)

### 7. Security

We use industry-standard measures to protect your data. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online, both here on the site ENSOhello, LLC as well as services we use for collecting email addresses, collecting payments and other data. However, no digital system can guarantee complete security.



#### **8. Team Access**

Certain ENSOhello team members may access user data only as needed for support, development, or troubleshooting, and are bound by confidentiality agreements.

#### **9. Your Consent**

By using our site, you consent to our website privacy policy.

#### **10. Contact Us**

If you have questions or requests regarding your privacy, email us at [hello@ensohello.com](mailto:hello@ensohello.com)