

Privacy Policy

Your privacy is of utmost importance to us, and we treat your data with the same care we would our own. Yozo's policy is to respect your privacy and adhere to any applicable law and regulation concerning any personal information we may collect about you and/or your business through the Yozo Shopify App available via the Shopify App Store, and through other means, including our website, <https://Yozo.ai>.

This policy is effective as of 14 January 2024.

Information We Collect

yWe collect information that includes both data you knowingly and actively provide us when using or participating in any activities through the Yozo App via your Shopify store, and information automatically sent by your devices when accessing our products and services.

Log Data

When you visit our app, our servers may log data standardly provided by your web browser. This may include your device's IP

address, your browser type and version, the pages you visit, the time and date of your visit, the time spent on each page, and other visit details, along with technical details that occur alongside any errors you may encounter.

Please note that while this information may not be personally identifying on its own, it could be combined with other data to personally identify individuals.

Personal Information

We may ask for personal information, which can include:

Name

Email

Legitimate Reasons for Processing Your Personal Information

We collect and use your personal information only when we have a legitimate reason to do so. In these instances, we collect only the personal information that is reasonably necessary to provide our services to you.

Collection and Use of Information

We may collect personal information from you when you:

Sign up for updates via email or social media channels

Access our content using a mobile device or web browser

Contact us via email, social media, or similar technologies

Mention us on social media

We collect, hold, use, and disclose information for the following purposes, ensuring that personal information is not further processed in a manner incompatible with these purposes:

1. To personalize your experience of our app or website
2. To communicate with you

For analytics, market research, and business development, including operating and improving our website, app, and social media platforms

For advertising and marketing, including sending promotional information about our services and third-party information we believe may interest you

To enable your access and use of our website, app, and social media platforms

Please be aware that we may combine the information we collect about you with general information or research data from other trusted sources.

Security of Your Personal Information

We protect your personal information with commercially acceptable means to prevent loss, theft, and unauthorized access, disclosure, copying, use, or modification. While we strive to protect your personal information, we remind you that no electronic transmission or storage method is 100% secure.

How Long We Keep Your Personal Information

We retain your personal information only as long as necessary for the purposes outlined in this privacy policy. If it is no longer required, we will delete or anonymize it. However, we may retain your personal information for compliance with legal, accounting, or reporting obligations, or for archiving in the public interest, scientific or historical research, or statistical purposes.

Children's Privacy

The Yozo app and any future products or services are not intended for children under 13, and we do not knowingly collect personal information from children under this age.

Disclosure of Personal Information to Third Parties

We may disclose personal information to:

- 1. Third-party service providers, such as IT service providers, data storage, hosting and server providers, advertisers, or analytics platforms**
- 2. Our employees, contractors, and related entities**
- 3. Our existing or potential agents or business partners**
- 4. Sponsors or promoters of any competitions or promotions we run**
- 5. Courts, tribunals, regulatory authorities, and law enforcement officers, as required by law**
- 6. Third parties who assist us in providing information, products, services, or direct marketing to you**
- 7. Third parties for data collection and processing**

International Transfers of Personal Information

The personal information we collect is stored and/or processed in locations where we or our partners, affiliates, and third-party providers have facilities. Be aware that these locations may have different data protection laws than your country. We protect transferred personal information in accordance with this privacy policy.

Your Rights and Controlling Your Personal Information

You retain the right to withhold personal information from us, though this may affect your experience with our website. We will not discriminate against you for exercising your rights over your personal information. You have the right to request details of any personal information we hold about you.

If you have previously agreed to our use of your personal information for direct marketing purposes, you may change your mind at any time. We will provide means to unsubscribe from our email database or opt out of communications.

If you believe any information we hold about you is inaccurate, out of date, incomplete, irrelevant, or misleading, please contact us. We will take steps to correct any inaccuracies.

If you believe we have breached a relevant data protection law and wish to make a complaint, please contact us, and we will investigate and respond to you in writing.

Use of Cookies

We use “cookies”

to gather information about you and your activity across our site. Cookies are small data pieces our website stores on your

computer, accessed each time you visit, helping us understand how you use our site and serve you content based on your preferences.

Limits of Our Policy

Our website may link to external sites not operated by us. We have no control over these sites' content and policies and cannot accept responsibility or liability for their privacy practices.

Changes to This Policy

We may update our privacy policy to reflect changes in our business processes, current practices, or legislative or regulatory changes. Any changes will be posted at the same link where this privacy policy is accessed.

If required by law, we will seek your permission or offer you the opportunity to opt in or out of any new uses of your personal information.

Contact Us

For any privacy concerns, or requests for personal data deletion from our servers, contact us at support@yozo.ai with the subject "Privacy" or "Data