

Privacy Policy for Wazobia by ALMASS

Effective Date: 26 March, 2026

Wazobia by ALMASS (“Wazobia”, “we”, “our”, or “us”) is an AI-powered marketplace concierge operated by **ALMASS DIGITAL INNOVATION HUB**. We are committed to protecting your privacy and this policy outlines how we collect, use, store, and protect personal information when you use our services.

1. Information We Collect

We collect information to provide and improve our services. This may include:

a. Information You Provide Directly

- **Contact Details:** Name, phone number, and email address.
- **Service Requests:** Details of product or service requests, messages, and conversation content.
- **Vendor Information:** Business name, category, service area, and contact details for vendor registration.

b. Information Collected Through Service Use

- **Interaction Data:** Time and date of interactions, request history, and vendor response history.
- **Usage Data:** General usage and support records.

c. Technical Information

- Limited technical data for service operation, security, and troubleshooting.

2. How We Use Your Information

Your information is used to:

- Process user requests and understand customer needs.
- Match customers with relevant vendors and forward request details.
- Support service delivery and communication.
- Improve system performance and user experience.
- Maintain service integrity, security, and trust.
- Comply with legal and regulatory obligations.

3. Vendor Matching Process

When you submit a request, Wazobia analyzes it against our approved vendor registry. Relevant vendors may be presented to you. If you select a vendor, necessary request details will be shared to facilitate the service.

4. Information Sharing

We do not sell personal data. Information may be shared only:

- With a selected vendor to process your request.
- With service providers or technical partners supporting platform operations.
- When required by law, legal process, or government request.
- To prevent fraud, abuse, security threats, or misuse of the platform.

5. Data Retention

We retain personal data only as long as necessary to operate the service, resolve disputes, maintain records, improve service quality, and meet legal obligations.

6. Data Security

We implement reasonable measures to protect personal information from unauthorized access, misuse, loss, alteration, or disclosure. However, no digital system is entirely secure, and internet-based communications inherently carry risks.

7. Your Rights

Depending on applicable law, you may have the right to:

- Access your data.
- Correct inaccurate information.
- Request deletion of your personal data.
- Object to certain processing activities.

8. Data Deletion Requests

To request data deletion, contact us at [EMAIL] with the subject line “Data Deletion Request”. Please include your full name, phone number used with the service, and a brief description of your request for identification.

9. Children’s Privacy

Our services are not intended for children under the age required by applicable law for independent service use. We do not knowingly collect personal information from children without appropriate legal basis or consent.

10. Third-Party Services

Our service may utilize third-party platforms, messaging systems, website hosts, analytics tools, or communication providers. Their use is subject to their respective terms and privacy policies.

11. Policy Updates

We may update this Privacy Policy periodically. Any changes will be reflected by revising the effective date on this page.

12. Contact Us

For questions regarding this Privacy Policy or our data practices, contact us at:

almassventures01@gmail.com

Website: **almasshub.odoo.com**