

UMAMICHAT PRIVACY POLICY

Last Updated: 11 Mar 2025

1. INTRODUCTION

UmamiChat Ltd. ("UmamiChat," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our AI companion service (the "Service").

Please read this Privacy Policy carefully. By accessing or using the Service, you acknowledge that you have read, understood, and agree to be bound by this Privacy Policy.

2. INFORMATION WE COLLECT

2.1 Information You Provide

- Account information (email address, username, password)
- Payment information (processed by third-party payment processors)
- Profile information you choose to provide
- Content of conversations with AI companions
- Customer service communications

2.2 Information Collected Automatically

- Usage data (features accessed, time spent on Service)
- Device information (IP address, browser type, operating system)
- Cookies and similar technologies

3. HOW WE USE YOUR INFORMATION

We use your information for purposes including:

- Providing and maintaining the Service
- Processing transactions
- Personalizing AI companion interactions
- Improving the Service
- Communicating with you about the Service
- Ensuring security and preventing fraud

4. DATA SECURITY AND PROCESSING

4.1 Message Security

- Your messages are encrypted in transit and at rest
- Messages are not end-to-end encrypted
- Messages are sent to inference servers as plaintext for processing
- When messages are processed, they do not contain information that links them to your specific identity beyond the content of the messages themselves
- Messages are not associated with specific user IDs in the inference process

4.2 Third-Party Processing

- To provide the Service, we utilize third-party AI inference services
- These services process your messages to generate AI companion responses
- We exclusively use AI services that do not train their models on user inputs, meaning your messages will never be used as training data for AI models

4.3 Security Measures

- We implement appropriate technical and organizational measures to protect your personal information
- Despite our efforts, no method of transmission over the Internet or electronic storage is 100% secure

5. DATA SHARING AND DISCLOSURE

****5.1 Service Providers****

We may share your information with third-party vendors, service providers, and other partners who help us deliver the Service, including:

- Payment processors
- Cloud hosting providers
- AI inference services
- Customer support tools

****5.2 Legal Requirements****

We may disclose your information if required to do so by law or in response to valid requests by public authorities.

****5.3 Business Transfers****

If we are involved in a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.

6. DATA RETENTION

We retain your information for as long as your account is active or as needed to provide you with the Service. We may retain certain information for legitimate business purposes or as required by law.

7. YOUR RIGHTS AND CHOICES

****7.1 Account Information****

You can review and update your account information by logging into your account settings.

****7.2 Account Deletion****

You may request deletion of your account by contacting us at support@umami.chat. Upon request, we will delete your account and personal information, subject to certain exceptions where we are legally required or permitted to maintain certain personal information.

****7.3 Communication Preferences****

You can opt out of receiving promotional communications from us by following the unsubscribe instructions included in each communication.

8. CHILDREN'S PRIVACY

The Service is not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If we learn that we have collected personal information from a child, we will take steps to delete that information.

9. INTERNATIONAL DATA TRANSFERS

Your information may be transferred to, and maintained on, computers located outside your state, province, country, or other governmental jurisdiction. If you are located outside the jurisdiction where your data is processed, please be aware that your information may be transferred to, stored, and processed in other jurisdictions.

10. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. The updated version will be indicated by an updated "Last Updated" date. If we make material changes to this Privacy Policy, we will notify you by email or through the Service.

11. CONTACT US

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

Email: support@umami.chat

By using UmamiChat, you acknowledge that you have read, understood, and agree to this Privacy Policy.