

## AIO Privacy Policy

At AIO, we prioritize your privacy and strive to be transparent about how we collect, use, and protect your personal information. This privacy policy is intended to inform you about the types of information we collect, how we use it, and your rights with respect to that information.

When establishing a business relationship with us, please keep in mind that the legal entity representing us and acting as a data controller or personal data processor is

AIO SOFTWARE - FZCO, a limited liability pursuant to Law no. 16 of 2021 by H.H. Ruler of Dubai and Implementing Regulations issued there under by the Dubai Integrated Economic Zones Authority (DIEZA) and was registered in Free Zone Company records on this day 24th October 2023 incorporated in Dubai with company registration number as DSO-FZCO-34542

### 1. Personal Information that We Collect

#### Registration

To access and use our services, you need to create an account with AIO using a subscription or demo subscription. During the registration process, we collect the following information from you:

#### Personal information

This includes your name, email address, phone number, and any other identifying information.

#### Account Credentials

This includes your account name and any passwords or other security-related information.

We take the security of your account seriously. All credentials, including your password, are securely protected using encryption and other security measures to ensure the confidentiality of your information.

After successful registration, your account is assigned a unique identification number. This number helps us to recognize and authenticate you every time you log in, providing convenience and security.

#### Billing

To process payments for your subscriptions and ensure uninterrupted access to our paid services, we collect the following payment information:

#### Payment information

We may collect payment-related data. This data may include billing addresses, account information for alternative payment methods (for example, bank transfers, digital wallets). This information is collected solely to simplify payments and transaction records and will be processed in accordance with applicable data protection laws.

This includes your debit card details and any other necessary information related to the payment.

#### Personal information

This includes your name, date of birth (to give you gifts from time to time), mailing address, phone number, Telegram accounts, and email address.

We process all payment information with the highest level of security and confidentiality, ensuring that your payment data is protected throughout the entire transaction process on our website.

#### Information about third parties

Any information about third parties that is entered on our platform by the subscription owner. This may include personal information about third parties related to their partnership with the subscription owner, as well as information about the commercial activities of third parties.

All information related to third parties is processed in compliance with the highest security standards to protect personal data.

#### Information Collected Automatically

When you use our services, certain information may be automatically collected that helps us improve your experience and maintain the security and functionality of our platform.

This information includes:

#### Usage Data

Detailed information about how you interact with our platform, such as what features you use, the time and duration of your visits, as well as navigation through various pages of our website.

#### Device Information

This includes information about the device that you use to access our services on the website, such as the type of device, its operating system, your device's browser type, your device's IP address, and your device's unique identifiers.

#### Cookies and tracking technologies

We use cookies and other tracking technologies to remember your preferences and receive information about how our services are used. Additional information about cookies can be found [here](#).

#### Log Data

Our services automatically collect and store information about your logins in log files. This may include your IP address, browser type, landing/exit pages, and timestamps of your interaction with our services.

#### Geolocation data

Depending on your device settings, we may collect information about your location to provide location-based services.

When you provide your mailing address as part of a subscription, we use this information primarily to process payments and ensure compliance with regulatory requirements. This ensures the security of your transactions and compliance with any applicable financial regulations.

## 2. How we collect personal data

### Directly From You

Basically, the information we collect is provided directly by you during the registration process, when you provide your account details or update them, as well as when interacting with our support team via email. This includes personal information such as email address, phone number, and payment details.

### Automatically

As already mentioned, certain information is collected automatically when interacting with our platform.

### From Subscription Owners

If you are a third party associated with one of our subscribers, your personal information may be entered into our platform by the subscriber himself, especially regarding partnerships.

## 3. How we use your data

AIO collects your personal data for the following purposes:

### Subscription processing and Account Management

We use your personal data to process your subscription so that you have access to the services you have subscribed to. This includes managing your account data, processing payments, and providing customer support as needed.

### Communication and suggestions

Your data is also used to contact you about your account and our services. We may send you important updates and information by email, such as whether you have changed your subscription type or cancelled it, the status of your subscription, as well as promotional offers for our products that we believe may be of interest to you.

### Legal obligations and compliance with legal requirements

Your data may be used to fulfill legal and regulatory obligations, such as complying with financial regulations, responding to legitimate requests from government authorities, and ensuring that our services meet the necessary standards.

### Security and fraud prevention

We use your data to ensure the security of our platform, including detecting and preventing fraud, unauthorized access, and other malicious activities that may compromise your account or our services.

#### 4. How is your data stored

Your data is securely stored in our systems using industry-standard encryption and security protocols to protect against unauthorized access or leakage. We store your data for a reasonable period of time in accordance with our internal rules, after which it is automatically deleted to ensure your privacy. It is important to note that we do not store credit card numbers or confidential payment information on our servers. All such data is processed by our reliable third-party payment processor, which meets the highest standards of security and compliance.

#### 5. Marketing

AIO may send you emails about sales, special offers, updates to our services, and other promotional content. If you decide to receive these marketing messages, please be aware that you can opt out of receiving them at any time. You have the right to withdraw your consent for AIO to contact you for marketing purposes or share your information with our partners.

If you decide that you no longer want to receive marketing messages from us, just [click here](#) to unsubscribe.

#### 6. Data processing clause

In accordance with article 28, section 3 of the General Data Protection Regulation, the following provisions set out the obligations between you (as data controller) and the AIO (as data processor), who receive personal data from data subjects on behalf of the data controller.

These provisions ensure that personal data is processed in accordance with GDPR standards. For a complete understanding of these obligations, please read our Data Processing Addendum.

#### 7. Data protection rights

At AIO, we strive to ensure that you are fully aware of your data protection rights. As our customer, you have the right to the following actions in accordance with data protection laws:

##### Access rights

You have the right to request copies of your personal data, which is stored in the AIO. However, a small fee may be charged for this service.

##### Rights to correction

You have the right to request that any inaccurate or incomplete personal data that we hold about you be corrected or updated without undue delay.

##### Deletion rights

You have the "right to be forgotten", meaning you can request the deletion of your personal data under certain conditions.

##### The right to restrict processing

You have the right to request that we restrict the processing of your personal data in certain circumstances, for example, if you dispute the accuracy of the data or object to its processing.

#### Right to object to processing

You have the right to object to the processing of your personal data if the processing is based on our legitimate interests or if the data is being processed for direct marketing purposes.

#### The right to data portability

You have the right to request the transfer of your personal data to another organization or directly to you in a structured, generally accepted and machine-readable format, if technically possible.

If you would like to exercise any of these rights, please contact us by email. We will respond to your request within a month, ensuring that your rights are respected.

Email address: [service@aio.tech](mailto:service@aio.tech)

#### 8. Cookies

To get a complete understanding of what cookies are and how to manage them, [click here](#) for more information.

#### 9. Privacy policy on other websites

The AIO website may contain links to external websites. Please note that our privacy policy applies only to our own website. Therefore, if you follow a link to another website, it is important to read its privacy policy.

#### 10. International data transfer

We may store or transfer personal data within and outside the European Economic Area (EEA) for the purposes specified in this policy. In this case, we will comply with applicable laws regarding the transfer of data outside the EEA.

Some of our third-party service providers are located in the United States, where the level of protection of personal data may differ from that of the EU or the United Kingdom. We take all necessary steps to ensure the security of your personal data and its transfer, and our third-party service providers use various security mechanisms, such as standard contractual terms approved by the European Commission.

However, you should understand that there may be some risks to data security, and you agree to this by accepting our Terms of Use and this Privacy Policy.

#### 11. Updates to the AIO Privacy Policy

We regularly review and update our privacy policy by posting any changes on this web page. The last update was made in 2025.

#### 12. How to contact us

If you have any questions about our company's privacy policy, about the data we store about you, or if you would like to exercise your data protection rights, please do not hesitate to contact us.

You can contact us by writing to our address: [service@aio.tech](mailto:service@aio.tech)