Privacy Policy

Effective Date: 1 July 2026 | Last Updated: 1 July 2026

Vazeeray Pvt Ltd | www.vazeeray.com

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

1. Introduction

Vazeeray Pvt Ltd ("Vazeeray", "we", "us", or "our") is committed to protecting the privacy and security of personal information. This Privacy Policy explains how we collect, use, store, share, and protect information in connection with your use of the Vazeeray platform and associated services (collectively, the "Platform").

This Privacy Policy applies to all users of the Platform, including real estate agents, agencies, brokerages, property developers, and any other individual or entity accessing our services. By using the Platform, you agree to the practices described in this Privacy Policy.

This Policy should be read alongside our Terms of Service. When you use the Platform to process personal data of your leads, clients, or contacts, you act as a data controller and we act as a data processor on your behalf. This Policy addresses both our obligations as a service provider and your obligations as a user of our services.

2. Information We Collect

2.1 Account and Registration Information

When you create a Vazeeray account, we collect information necessary to set up and manage your account, which may include:

- Your full name and the name of your agency or business
- Your email address and contact phone number
- Your business address and professional details
- Login credentials (email and password, stored in encrypted form)

2.2 Payment and Billing Information

Payment processing is handled by Stripe, our third-party payment processor. When you make payments through the Platform, Stripe collects your payment card details directly. We receive only limited payment information from Stripe necessary for billing administration, such as the last four digits of your card, card type, and billing address. We do not store complete card numbers on our systems.

We retain records of your transaction history, subscription payments, wallet top-ups, and usage charges for accounting and dispute resolution purposes.

2.3 Platform Usage and Configuration Data

Through your use of the Platform, we collect data relating to how you configure and use our services, including:

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

- AI agent scripts, prompts, and configuration settings created by you
- Knowledge files and property information uploaded to the Platform
- Automation workflows and campaign settings
- Dashboard interaction data and feature usage patterns
- Settings and preferences applied within your account

2.4 Call and Communication Data

As part of providing our AI calling and automation services, we process and may store the following data generated through your campaigns:

- Outbound and inbound call recordings (audio)
- Full call transcripts generated from your AI agent's conversations
- Sentiment analysis results and lead scoring data
- Call outcomes, durations, timestamps, and metadata
- SMS messages sent through the Platform
- CRM entries created or updated by the Platform
- Calendar events created through the Platform

This call and communication data includes personal information of your leads and contacts. As the data controller for this information, you are responsible for ensuring you have a lawful basis for processing it and for informing your leads that their communications may be recorded where required by applicable law.

2.5 Lead and Contact Data

When you upload lead lists, CSV files, or contact databases to the Platform, we process this data on your behalf. This may include the names, telephone numbers, email addresses, property preferences, and other personal details of your leads and prospects. This data is processed solely to deliver the services you have requested.

2.6 Technical and Device Data

We automatically collect certain technical information when you access the Platform, including:

- IP address and device type
- Browser type, version, and language settings
- Operating system information
- Pages visited within the Platform and navigation patterns
- Session timestamps and activity logs
- Error logs and performance data

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

2.7 Communications with Vazeeray

If you contact us via email, through the Platform, or through any support channel, we retain records of those communications including your name, contact details, and the content of the correspondence.

3. How We Use Your Information

We use the information we collect for the following purposes:

3.1 Providing and Managing Services

- Creating and managing your account
- Configuring and operating your AI agents
- Processing and routing calls made through the Platform
- Executing automations, follow-ups, and workflows configured by you
- Generating transcripts, recordings, and analytics from your campaigns
- Maintaining your CRM data and campaign records

3.2 Billing and Payments

- Processing subscription payments and wallet top-ups
- Deducting usage charges from your wallet balance
- Maintaining billing records and generating invoices
- Detecting and preventing fraudulent transactions

3.3 Platform Performance and Improvement

- Monitoring Platform performance and reliability
- Diagnosing and resolving technical issues
- Analysing usage patterns to improve our services
- Developing new features and functionality

3.4 Client Communications

- Sending transactional emails relating to your account and subscription
- Providing customer support and responding to enquiries
- Sending service announcements, updates, and security notices
- Where you have opted in, sending product news and promotional communications

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

3.5 Legal and Compliance

- Complying with applicable laws and regulatory requirements
- Responding to lawful requests from government or regulatory authorities
- Enforcing our Terms of Service and protecting our legal rights
- Investigating suspected breaches of our Terms or applicable law

4. How We Share Your Information

Vazeeray does not sell, rent, or trade your personal information to third parties for marketing purposes. We may share your information in the following limited circumstances:

4.1 Payment Processing

We share payment information with Stripe for the purpose of processing your subscription payments and wallet top-ups. Stripe operates independently under its own privacy policy and applicable financial regulations.

4.2 Service Providers

We engage carefully selected third-party service providers to support the delivery of our Platform. These providers assist with functions such as cloud infrastructure, communication services, data storage, and analytics. All such providers are bound by contractual data processing agreements that prohibit them from using your data for any purpose other than delivering services to Vazeeray.

We do not disclose the specific identities of our technology and infrastructure providers as part of this Policy. Any questions regarding our data processing arrangements may be directed to privacy@vazeeray.com.

4.3 Legal Requirements

We may disclose your information where required to do so by applicable law, court order, or lawful request from a government or regulatory authority. We will, where permitted by law, notify you of such a request before complying.

4.4 Business Transfers

If Vazeeray is involved in a merger, acquisition, restructuring, or sale of assets, your information may be transferred to the successor entity as part of that transaction. We will notify you of any such transfer and any resulting changes to this Privacy Policy.

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

4.5 Protection of Rights

We may share information where we reasonably believe it is necessary to detect, prevent, or investigate fraud, security breaches, or violations of our Terms of Service-, or to protect the rights, property, or safety of Vazeeray, our clients, or third parties.

5. Data Retention

We retain personal information for as long as necessary to fulfil the purposes described in this Privacy Policy, and in accordance with applicable legal requirements. Our general data retention approach is as follows:

- Account information is retained for the duration of your active subscription plus a period of up to two (2) years following account termination, to fulfil our legal and contractual obligations
- Call recordings and transcripts are retained for a period of twelve (12) months from the date of the call.
- Lead and contact data uploaded to the Platform is retained for the duration of your active subscription and deleted within ninety (90) days of account termination or as requested by the user.
- Payment and billing records are retained for a minimum of seven (7) years to comply with applicable financial and tax regulations
- Technical and usage logs are retained for a period of six (6) months

You may request early deletion of specific data by contacting us at privacy@vazeeray.com. Where deletion is not technically possible due to backup or archival systems, we will ensure the data is securely isolated and not used for any active processing.

6. Data Security

We implement industry-standard technical and organisational measures to protect your personal information against unauthorised access, disclosure, alteration, or destruction. These measures include:

- Encryption of data in transit using TLS (Transport Layer Security)
- Encryption of sensitive data at rest
- Access controls limiting data access to authorised personnel only
- Regular security assessments and vulnerability testing
- Secure authentication protocols for Platform access
- Employee training on data security and privacy practices
- Payment card data handled exclusively by our PCI-DSS compliant payment processor

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

While we take all reasonable steps to protect your information, no method of electronic transmission or storage is 100% secure. We cannot guarantee absolute security of your data. In the event of a data breach that is likely to result in a risk to your rights, we will notify you in accordance with applicable law.

7. Your Rights

Subject to applicable law, you may have the following rights with respect to your personal information:

7.1 Right of Access

You have the right to request a copy of the personal information we hold about you. We will respond to such requests within a reasonable time and in any event within the timeframes required by applicable law.

7.2 Right to Rectification

If any personal information we hold about you is inaccurate or incomplete, you have the right to request that we correct or complete it. You can update most account information directly through your account dashboard.

7.3 Right to Erasure

You may request deletion of your personal information where we no longer have a legitimate purpose for retaining it, subject to any legal obligations that require us to retain certain data. Requests can be made to privacy@vazeeray.com.

7.4 Right to Restriction of Processing

In certain circumstances, you may have the right to request that we restrict the processing of your personal information, for example where you contest the accuracy of the data or object to our processing activities.

7.5 Right to Data Portability

Where technically feasible and where required by applicable law, you may request a copy of your personal data in a structured, commonly used, and machine-readable format.

7.6 Right to Object

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

Where we process your personal information based on our legitimate interests, you may have the right to object to such processing. We will consider your objection and, unless we have compelling legitimate grounds that override your interests, we will cease the relevant processing activity.

7.7 Exercising Your Rights

To exercise any of the above rights, please contact us at privacy@vazeeray.com. We may require you to verify your identity before processing your request. We will respond within thirty (30) days of receiving a valid request, or within the timeframe required by applicable law where this is shorter.

8. Cookies and Tracking Technologies

The Vazeeray web platform uses cookies and similar tracking technologies to deliver and improve our services. The types of cookies we use include:

- Essential cookies: necessary for the Platform to function and cannot be disabled
- Session cookies: temporary cookies that expire when you close your browser, used to maintain your logged-in session
- Analytics cookies: used to understand how users interact with our Platform so we can improve it
- Preference cookies: used to remember your settings and preferences

You can control cookie settings through your browser settings. However, disabling certain cookies may affect your ability to use some features of the Platform. We do not use cookies for advertising or third-party marketing purposes.

9. International Data Transfers

Vazeeray operates globally and your information may be transferred to, stored in, or processed in countries other than the country in which you are located. These countries may have data protection laws that differ from those in your jurisdiction.

Where we transfer personal data internationally, we take appropriate steps to ensure that the transfer is lawful and that appropriate safeguards are in place to protect your information in accordance with this Privacy Policy.

10. Children's Privacy

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

The Vazeeray Platform is intended exclusively for use by business professionals and is not directed at individuals under the age of 18. We do not knowingly collect personal information from individuals under 18 years of age. If we become aware that we have inadvertently collected information from a person under 18, we will take steps to delete such information promptly.

11. Third-Party Links and Integrations

The Platform may contain links to or integrations with third-party websites, services, or tools. This Privacy Policy does not apply to those third-party services. We encourage you to review the privacy policies of any third-party services you connect to or use in conjunction with our Platform. Vazeeray is not responsible for the privacy practices or content of any third-party services.

12. Regulatory Notices

12.1 UAE — Personal Data Protection Law (PDPL)

For Clients and individuals located in the UAE, Vazeeray processes personal data in accordance with the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL). Where applicable, you have rights under the PDPL including rights of access, rectification, and erasure. To exercise your rights under the PDPL, please contact privacy@vazeeray.com.

12.2 India — Digital Personal Data Protection Act 2023 (DPDP)

For Clients and data principals located in India, Vazeeray processes personal data in accordance with the Digital Personal Data Protection Act 2023. As a Data Fiduciary (where applicable), Vazeeray is committed to processing personal data only for lawful purposes with appropriate consent or legitimate grounds. Data Principals have rights under the DPDP Act including the right to access information, correction, erasure, and grievance redressal. To exercise your rights, please contact privacy@vazeeray.com.

13. Changes to This Privacy Policy

Vazeeray may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or business operations. We will notify you of material changes by sending an email to the address associated with your account or by displaying a prominent notice within the Platform. The "Last Updated" date at the top of this Policy will be revised accordingly.

© 2026 Vazeeray Pvt Ltd. All rights reserved. | www.vazeeray.com

Your continued use of the Platform following notification of changes constitutes your acceptance of the updated Privacy Policy. If you do not agree to the updated Policy, you should discontinue use of the Platform and contact us to close your account.

14. Contact and Grievance Information

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

Vazeeray Pvt Ltd

Privacy & Data: privacy@vazeeray.com

General Support: support@vazeeray.com

Website: www.vazeeray.com

We will acknowledge your enquiry within 7 business days and endeavour to resolve it within 30 days. If you are not satisfied with our response.

This Privacy Policy was last updated on 1 July 2026.

© 2026 Vazeeray Pvt Ltd. All rights reserved.