



ZGPT.AI Vortex Privacy Policy

This Privacy Policy ("Policy") establishes the guidelines for the collection, use, and safeguarding of personal information by ZGPT.AI OPERATIONS, LLC ("Operating Entity"). This Policy specifically applies to the Vortex AI Software as a Service ("Service"), an advanced AI-driven solution provided by the Operating Entity.

Effective Date and Applicability:

Effective from Tuesday, January 23, 2024, this Policy applies to all users ("Users") of the Service, detailing our practices and commitments in managing and protecting User data.

User Consent and Agreement:

Accessing, registering for, or using the Service constitutes the User's explicit agreement to the collection, use, and handling of their personal information as outlined in this Policy. Continued use after any modifications indicates acceptance of these changes.

Importance of Review:

Users are encouraged to read and understand this Policy thoroughly before using the Service. It forms an integral part of the User's agreement with the Operating Entity.

Commitment to Privacy:

The Operating Entity upholds a high standard of privacy and data protection, reflected in our practices and policies designed to protect User information.

Scope of the Policy:

This Policy covers all personal information collected during the User's interaction with the Service, including both information provided by the User and data collected automatically.

Legal Compliance:

Adherence to applicable data protection and privacy laws and principles, including the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA), is a cornerstone of this Policy.

By using the Service, Users acknowledge and agree to the terms and conditions outlined in this Policy. Non-agreement with any part of this Policy requires discontinuation of access and use of the Service.

1. Jurisdiction

Governing Law: This Privacy Policy, and all matters relating to your access to, or use of, the Vortex AI Software as a Service, shall be governed by and construed in accordance with the laws of the State of Florida, United States of America, without regard to its conflict of law principles.

Jurisdiction for Disputes:

Exclusive Jurisdiction: Any legal suit, action, or proceeding arising out of, or related to, this Privacy Policy or the Services provided under it shall be instituted exclusively in the state and federal courts located in Orange County, Florida. The User consents to this jurisdiction and venue and waives any objection to such jurisdiction or venue on the grounds of lack of personal jurisdiction, or otherwise.

This provision ensures that any disputes regarding this Privacy Policy will be heard in a known legal environment, which is consistent with the Operating Entity's place of business, providing predictability for both the Operating Entity and the Users.

Enforceability:

In case any provision of this Privacy Policy is rendered invalid, illegal, or unenforceable by any court of competent jurisdiction, the remainder of the Privacy Policy shall remain in full force and effect. The unenforceable provision shall be replaced with an enforceable provision that most closely achieves the effect of the original provision.

2. Service Type

Description of the Service:

The Operating Entity provides a Software as a Service (SaaS) known as "Vortex", which encompasses a range of advanced artificial intelligence technologies. These technologies include, but are not limited to, neural network-based language models and AI-driven enterprise solutions.

Technological Components:

Vortex utilizes cutting-edge AI technologies to deliver its services. This includes machine learning algorithms, data analytics tools, natural language processing capabilities, and other related technological components that form the backbone of the Service.

Purpose and Functionality:

The Service is designed to offer sophisticated AI solutions, aimed at enhancing business

operations and providing value to individual users. Its functionalities are tailored to support various business needs such as data analysis, predictive modeling, automation of processes, and other AI-driven tasks.

Target Users:

Vortex is intended for use by businesses and individuals seeking to leverage AI technology for growth, efficiency, and competitive advantage. Users span various sectors and industries, each with unique requirements that the Service aims to meet.

Compliance with Technical Standards:

The Operating Entity ensures that Vortex adheres to high technical standards and industry practices, maintaining the integrity, reliability, and security of the Service. Regular updates and improvements are part of our commitment to delivering a state-of-the-art AI SaaS solution.

User Interaction with the Service:

Users interact with Vortex through a user interface that allows them to access various AI functionalities. The Service may collect data from users to enhance its performance and user experience, in line with the terms outlined in this Privacy Policy.

Limitation of Use:

While Vortex provides powerful AI capabilities, users are expected to utilize the Service responsibly, in compliance with applicable laws, regulations, and this Privacy Policy. The Operating Entity reserves the right to restrict or terminate access to the Service for misuse or non-compliance.

3. Data Collection

Types of Information Collected:

To facilitate access to and use of the Vortex Service, the Operating Entity collects various types of personal information from Users. This may include, but is not limited to:

Personal Identification Information: First and last name, mailing address, email address, phone number.

Location Data: Geographic location information derived from IP addresses or other location-aware technologies.

Device and Technical Information: Information about the User's computer, browser, mobile device, or other devices used to access the Service, including hardware models, operating

system versions, unique device identifiers, and network information.

Business-Related Information: For Users utilizing the Service in a business capacity, additional information such as company name, job title, industry sector, and business contact details may be collected.

Purpose of Data Collection:

The collected information is essential for several purposes:

To authenticate Users and provide access to the Service.

To personalize and customize the experience for each User.

To improve and optimize the functionality and performance of the Service.

To communicate with Users for service-related purposes, including customer support, updates, and security alerts.

To comply with legal obligations and enforce our terms and conditions as necessary.

User Consent and Processing:

By providing their personal information, Users explicitly consent to its collection, use, and processing in accordance with the provisions of this Privacy Policy.

The Operating Entity processes this information in a manner that is consistent with the consent provided by the User and in line with legal requirements.

Data Minimization and Relevance:

The Operating Entity adheres to the principles of data minimization and relevance, ensuring that only information necessary for the stated purposes is collected and processed.

Regular reviews of data collection practices are conducted to ensure alignment with these principles.

User Control and Access:

Users have control over the personal information they provide and can update or modify their information as needed through their account settings.

The Operating Entity provides mechanisms for Users to access, review, and control their personal information.

4. Minimum Age of Users

Age Requirement:

The Vortex Service is designed for and intended to be used by individuals who are at least

13 years of age. This age requirement is in compliance with the Children's Online Privacy Protection Act (COPPA) and other applicable laws.

User Representation and Warranty:

By accessing and using the Service, Users represent and warrant that they meet the minimum age requirement. Users affirm that they are 13 years of age or older, which is a mandatory condition for using the Service.

Parental Consent for Minors:

For Users under the age of 18 but above the specified minimum age of 13, it is recommended that they obtain parental or guardian consent before using the Service. The Operating Entity encourages parents and legal guardians to monitor their children's internet usage and to help enforce our Privacy Policy by instructing their children never to provide personal information through our Service without their permission.

Restriction for Children Under 13:

The Service does not knowingly collect, use, or disclose personal information from children under the age of 13. If the Operating Entity becomes aware that personal information from children under 13 has been collected without verifiable parental consent, steps will be taken to remove such information and terminate the child's account.

Verification of Age:

The Operating Entity reserves the right to request proof of age at any stage to verify that minors under the age of 13 are not using the Service. If it comes to the Operating Entity's attention that a user under the age of 13 has provided personal information, appropriate steps will be taken to restrict that individual's access to the Service.

Liability for Misrepresentation:

Any misrepresentation of age by a user is a violation of this Policy. Users who misrepresent their age may face account suspension or termination and might be held liable for any damages incurred by the Operating Entity as a result of such misrepresentation.

5. Data Sharing

Purpose and Scope of Data Sharing:

The Operating Entity, in its efforts to provide and improve the Vortex Service, may share

User data with select third-party service providers. These service providers are integral to the operation and enhancement of the Service, providing functions such as cloud hosting, data storage, analytics, customer support, and marketing assistance.

Selection and Compliance of Third Parties:

All third-party service providers are carefully selected based on their commitment to privacy and data protection. The Operating Entity ensures that these providers are compliant with applicable privacy laws, including but not limited to GDPR, CCPA, and other regional data protection regulations.

Third-party providers are contractually obligated to use User data only for the purposes explicitly defined by the Operating Entity and are not permitted to use this data for their own purposes.

Data Protection Measures:

To safeguard User data, the Operating Entity requires that all third-party providers implement appropriate technical and organizational measures. These measures include, but are not limited to, data encryption, secure data transmission protocols, and rigorous access controls.

Transparency and User Notification:

Users will be notified of any significant changes in the use or sharing of their data, particularly if new third-party service providers are engaged or if the purposes of data sharing evolve. The Operating Entity will update this Privacy Policy to reflect any such changes in data sharing practices.

Limitation of Data Shared:

Only the minimum amount of User data necessary to achieve the intended service functionality is shared with third-party providers. The Operating Entity adheres to the principle of data minimization in all data sharing activities.

Auditing and Compliance Monitoring:

The Operating Entity regularly reviews and audits its third-party service providers to ensure ongoing compliance with data protection obligations. Any non-compliance or breach of data protection standards will result in immediate remedial action and could lead to termination of the partnership with the non-compliant third party.

User Consent and Opt-Out Options:

Users consent to the sharing of their data as outlined in this section by using the Service. Users who wish to opt out of certain data sharing practices may contact the Operating Entity, though this may affect the functionality of the Service.

6. Data Selling

Prohibition of Data Sale:

ZGPT.AI OPERATIONS, LLC ("Operating Entity") firmly adheres to a strict policy of not selling, leasing, or trading User data to third parties for marketing, advertising, or any other commercial purposes. This commitment is a cornerstone of our approach to respecting and protecting User privacy.

Clarification of Data Usage:

The data collected from Users is exclusively used for the purposes outlined in this Privacy Policy, which primarily include the operation and improvement of the Vortex Service, and is not monetized through sales to third parties.

Transparency and Trust:

The Operating Entity values transparency and trust in its relationship with Users. We understand that the responsible handling of data is essential to maintaining this trust, and therefore, we are committed to upholding the highest standards of data privacy.

Third-Party Access:

While the Operating Entity does not sell User data, it may share data with trusted third-party service providers as necessary for the provision and improvement of the Service, as detailed in Section #5 "Data Sharing". These third parties are subject to strict data processing terms and are not authorized to use the data for purposes other than those specified by the Operating Entity.

Legal Compliance and Exceptions:

The only circumstances under which User data may be disclosed to third parties in a manner resembling a sale are as follows:

In response to legal processes such as subpoenas, court orders, or other legal obligations. In the context of a merger, acquisition, sale of assets, or other business transfer, where User data may be among the assets transferred. In such cases, Users will be notified, and their rights concerning their data will be outlined.

User Rights and Control:

Users have rights concerning their personal data, including the right to access, rectify, or request deletion of their data. The Operating Entity provides mechanisms for Users to exercise these rights, ensuring their ability to maintain control over their personal information.

7. Cookies

Use and Purpose of Cookies:

The Vortex Service uses cookies, which are small text files placed on a User's computer or device, to enhance the User experience and improve the functionality of the Service. Cookies play a vital role in facilitating various aspects of the Service, including but not limited to:

- Authentication: To verify the identity of Users and maintain their session on the Service.
- Personalization: To customize the Service according to User preferences and settings.
- Analytics and Performance: To collect data that helps the Operating Entity understand how Users interact with the Service, identify areas for improvement, and gauge the effectiveness of features.

Types of Cookies Used:

The Service may use different types of cookies, including:

Session Cookies: Temporary cookies that remain in the cookie file of your browser until you leave the site.

Persistent Cookies: Stored on a User's device for a set period and activated each time the User visits the website that created that particular cookie.

Third-party Cookies: Set by a domain other than that of the Service when a User accesses it.

User Consent and Control:

Users consent to the use of cookies by using the Service. However, Users maintain control over the use of cookies:

Browser Settings: Users can choose to disable cookies through their web browser settings. The Service provides information on managing cookie settings within popular browsers.

Impact on Service: While disabling cookies is an option, Users should be aware that it may affect the functionality and user experience of the Service.

Cookie Policy Notification:

The Operating Entity provides clear information about its use of cookies upon Users' first visit to the Service. This may be in the form of a cookie banner or a separate cookies policy page.

Review and Updates:

The Operating Entity will review and update its cookie practices regularly to ensure compliance with privacy laws and best practices. Any changes to the cookie use will be communicated to Users through updates to this Privacy Policy or other appropriate means.

Contact for Cookie Queries:

Users with questions about the use of cookies on the Service can contact the Operating Entity for more information.

8. Legal Industry Standard Practices

Commitment to Compliance:

ZGPT.AI OPERATIONS, LLC ("Operating Entity") is dedicated to upholding the highest standards in data privacy and protection. This commitment extends to complying with all applicable legal and regulatory requirements in the jurisdictions where the Vortex Service is provided and accessed.

Adherence to International Regulations:

Specifically, the Operating Entity ensures compliance with the following major data protection regulations:

General Data Protection Regulation (GDPR): For Users in the European Union (EU) and the European Economic Area (EEA), the Operating Entity adheres to the GDPR, which includes requirements such as data subject rights, data minimization, and ensuring lawful processing of personal data.

California Consumer Privacy Act (CCPA): For Users in California, USA, the Operating Entity complies with the CCPA, which provides California residents with specific rights regarding their personal information.

Global Data Protection Compliance:

In addition to GDPR and CCPA, the Operating Entity recognizes and adheres to other applicable privacy laws and regulations in the jurisdictions where the Service is accessed. This includes, but is not limited to, laws governing data protection, user consent, data breach notifications, and cross-border data transfers.

Continuous Monitoring and Adaptation:

The legal landscape of data protection is continually evolving. The Operating Entity stays

informed of changes and updates in privacy laws and industry practices globally. This proactive approach ensures ongoing compliance and adaptation to new legal requirements.

Training and Awareness:

To reinforce our commitment to legal compliance, the Operating Entity conducts regular training for its staff and maintains an organizational culture that prioritizes data privacy and security.

User Rights and Transparency:

In line with these legal standards, the Operating Entity respects and facilitates the exercise of User rights under these regulations, including the right to access, rectification, deletion, and data portability, as applicable.

Review and Updates of Compliance Measures:

The Operating Entity undertakes regular reviews of its data protection policies, practices, and procedures to ensure they align with current legal and industry standards. Updates to compliance measures will be reflected in this Privacy Policy and communicated to Users.

9. Security of User Data

Commitment to Data Security:

ZGPT.AI OPERATIONS, LLC ("Operating Entity") is committed to protecting the confidentiality, integrity, and availability of User data. We understand the importance of security in the digital age and have implemented robust measures to safeguard User data against unauthorized access, alteration, disclosure, or destruction.

Implementation of Security Measures:

The Operating Entity employs a comprehensive set of security measures, which include but are not limited to:

Industry-Standard Encryption: All sensitive data transmitted to and from our Service is encrypted using industry-standard encryption protocols.

Firewalls and Network Security: We utilize firewalls to protect against unauthorized digital access to our networks and systems.

Access Controls: Strict access controls are in place to ensure that only authorized personnel have access to User data, and such access is limited to what is necessary for specific job functions.

Regular Security Audits and Monitoring: We conduct regular security audits and continuously

monitor our systems for potential vulnerabilities and attacks.

Data Breach Response Plan:

In the unlikely event of a data breach, the Operating Entity has a formal incident response plan designed to promptly and effectively address security incidents. We are committed to notifying affected Users and relevant authorities in accordance with applicable laws and regulations.

Limitations of Online Security:

While we strive to use commercially acceptable means to protect User data, it is important to recognize that no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, while we endeavor to use reasonable efforts to protect User data, we cannot guarantee its absolute security.

User Responsibility:

Users also play a crucial role in protecting their data. We encourage Users to take personal steps to safeguard their accounts and data, such as using strong passwords, enabling two-factor authentication (if available), and being vigilant against phishing and other types of online fraud.

Ongoing Commitment to Improving Security:

The Operating Entity is committed to continuously improving our security practices. We keep abreast of the latest developments in cybersecurity and update our security measures in response to evolving threats and technological advancements.

10. Changes to this Policy

Right to Amend Policy:

ZGPT.AI OPERATIONS, LLC ("Operating Entity") reserves the full right to modify, amend, or update this Privacy Policy at its discretion. This right is necessary to ensure that the Policy remains aligned with evolving legal requirements, industry practices, and the changing needs of the Service.

Notification of Changes:

Although the Operating Entity is not obligated to provide direct notification of changes to this Policy, efforts will be made to inform Users of significant updates. This may include, but is not

limited to, notifications through the Service, email alerts, or other communication channels used by the Operating Entity.

Effective Date of Changes:

Any changes or modifications to this Policy will become effective immediately upon their posting on the Service. The date of the most recent revision will be indicated within the Policy, enabling Users to be aware of the latest modifications.

User Responsibility to Review:

Users are encouraged to regularly review this Privacy Policy to stay informed about how their personal information is being protected and used by the Operating Entity. Continued use of the Service after the posting of any changes to this Policy implies acceptance of those changes.

Impact of Policy Changes:

Changes to this Policy may impact how the Operating Entity handles and uses User data. Users will be subject to the provisions of the revised Policy once it is in effect.

Historical Versions:

The Operating Entity may, at its discretion, provide access to historical versions of this Policy for Users' reference. This practice is intended to promote transparency and understanding of the evolution of our privacy practices.

11. Contact Information

User Inquiries and Support:

ZGPT.AI OPERATIONS, LLC ("Operating Entity") encourages open communication and is committed to addressing any questions, concerns, or feedback Users may have regarding this Privacy Policy. Users can reach out to us for support, clarification, or discussion about any aspect of this Policy.

Contact Details:

To contact the Operating Entity regarding this Privacy Policy, please email us at legal@zgpt.ai. This dedicated communication channel ensures that User inquiries are handled efficiently and by the appropriate team.

Response Time and Handling:

The Operating Entity aims to respond to User inquiries promptly. While response times may vary based on the complexity of the inquiry and volume of requests, we strive to acknowledge and address all communications in a timely manner.

Feedback and Suggestions:

User feedback is valuable to us. We welcome suggestions and comments regarding our privacy practices and this Policy. Feedback provided by Users may be used to improve our services and privacy measures.

Consent to Policy Terms:

By accessing and using the Vortex Service, Users acknowledge that they have read, understood, and agreed to the terms and conditions outlined in this Privacy Policy. Acceptance of this Policy is a prerequisite for using the Service.

Non-Agreement with Policy:

If a User does not agree with any part of this Policy, they are advised not to use or access the Vortex Service. Continued use of the Service after changes to this Policy implies acceptance of those changes.

Policy Accessibility:

This Privacy Policy is made readily accessible to Users. It can be found on the Vortex Service website and is available in formats that accommodate different needs and accessibility requirements.