

# PRIVACY POLICY

## 1. Introduction

**NovoZil LLC** (“NovoZil”, “We”, “Us”, “Our”) has created this privacy policy (“Privacy Policy”) in order to set out how we collect, use, and disclose personal information through our website and our services described in our Terms of Service (collectively, the “Services”). The privacy of our customers (“You”) is of great importance to Us and by visiting Our website or using the Services in any manner, You acknowledge and accept the practices and policies outlined in this Privacy Policy and You hereby consent to the collection, use and disclosure of your information in accordance to this Privacy Policy.

## 2. Information Collection

We collect and store essential customer information necessary for providing our Services, including (i) company name, (ii) business address, (iii) contact information (name, email, phone number), (iv) user account details (username, password), and (v) credit card information. This data is gathered during the subscription and payment process, and required if any customer wants to use our Services. Although credit card information is collected, We do not store this information.

## 3. Use of Information

The Services We offer is subscription-based, and the collected information is used based on the subscription preference and will be billed automatically. We use the collected information to (i) provide and maintain our Services, (ii) process payments and invoicing, (iii) communicate with You about our Services and updates (iv) improve and personalize our Service, and (v) alert You with text messages (“SMS”) or email or any other implemented options, based on your subscription configuration. We may also use your contact information to send You important updates about your subscription, including renewal notices and service-related announcements. You have the right to update or change your subscription preferences at any time by accessing your account settings. If you choose to cancel your subscription, we will retain your personal information only for as long as necessary to fulfill Our legal and regulatory obligations and to resolve any disputes.

## 4. Payment and Invoicing

We do not store credit card information. All payment processing is securely handled and encrypted through Stripe, our third-party payment processor (the “Payment Processor”). Invoices are issued electronically, and You agree to this invoicing method. Payments will be automatically processed by the Payment Processor on a recurring monthly basis.

## 5. Data Sharing and Disclosure

We value your privacy and are committed to protecting your personal information. We do not sell your personal information to third-party entities. However, there are certain circumstances where we may share your data, as outlined below:

a) **Service Providers:** We may share your personal information with trusted third-party service providers who assist us in operating our business, such as payment processors, hosting providers, email service providers, and customer support platforms. These service providers are contractually obligated to maintain the confidentiality and security of your personal information and are restricted from using it for any purpose other than providing services to us.

b) Legal Requirements: We may disclose your personal information if required by law or in response to valid requests by public authorities (e.g., a court or a government agency). We will notify You of such requests where we are legally permitted.

c) With Your Consent: We may share your personal information with third parties when we have your explicit consent to do so. In such cases, we will provide you with clear information about what information will be shared and for what purpose.

We ensure that any third parties with whom we share your personal information are bound by strict confidentiality and privacy obligations.

## **6. Data Security**

We are committed to protecting the security of your personal information. Data is stored in US and/or Canada and we implement a variety of security measures to ensure that your data is protected against unauthorized access, alteration, disclosure, or destruction. These measures include data encryption, access controls, secure data storage, and regular security assessments. Our systems are designed to safeguard your information and to maintain the integrity and confidentiality of your data.

We also ensure that any third-party service providers we engage adhere to similar security standards and practices to protect your information. We continuously review and enhance our security practices to stay ahead of potential threats.

## **7. Data Retention**

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including to provide you with our Services, comply with legal and regulatory obligations, resolve disputes, and enforce our agreements. The retention period may vary depending on the type of data and the specific legal or business needs.

Once your information is no longer needed, we will securely delete or anonymize it to ensure that it cannot be reconstructed or read. If you terminate your account or request the deletion of your personal information, we will promptly remove your data in accordance with our standard data retention policies and applicable laws.

## **8. User Rights**

To exercise any of your rights, please contact us using Our contact details. We will respond to your request within the time frame required by applicable law. Please note that we may need to verify your identity before processing your request to ensure the security of your personal information.

## **9. Changes to the Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, legal requirements, and other factors. When we make changes to this Privacy Policy, we will notify you by updating the effective date at the top of this document and, if the changes are significant, by providing a prominent notice on our website or directly communicating with you through email or other means. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your personal information. Your continued use of our services after any changes to this Privacy Policy constitutes your acceptance of the updated terms.

## **10. Contact Information**

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us via our website. We are committed to addressing your inquiries and resolving any issues related to your privacy and the protection of your personal information.