PRIVACY POLICY

Servicify

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Website: https://servicify.ai
Policy page: https://servicify.ai/privacy

1. Scope of this Policy

This Policy explains how Servicify processes personal data when you visit our website, contact us, request website concepts, use a customer account or demo, place an order, or receive services and support. Personal data is information relating to an identified or identifiable individual.

For its own website and business activities, Servicify determines the purposes and means of processing and acts as controller. Where we process personal data on a customer's behalf, the roles and terms described in section 5 apply.

2. Data controller

The controller is individual entrepreneur Ovcharenko Yuriy Valentynovych, registered in Ukraine, taxpayer identification number 2820218979.

Postal address: 129B Oleksandra Polia Avenue, Dnipro, 49055, Ukraine.

Contact for personal data matters: support@servicify.ai.

3. Personal data we process

Depending on how you use our services, we process your name, email address, telephone number, business and project details, correspondence, files, feedback and approvals that you provide. The telephone number in a concept request is collected for request verification; project correspondence takes place by email. Required information is identified in the relevant form. Without it, we may be unable to process the request or provide the requested function.

Requests and uploaded files are stored in our system. The administrator's email notification contains a link to the request, an attachment count and your email address for replying. It does not include the completed form fields or uploaded file contents. We also send an acknowledgement to the address you provide.

Accounts and demos require authentication, access and security data. Technical records may contain IP addresses, browser information, request times and errors. Abuse prevention also uses identifiers derived from IP addresses; these identifiers are not treated as anonymous data.

When you initiate a domain availability check, we send the domain name to Namecheap through our server. This request does not include the contents of your contact form or your IP address as the caller address. Local quota records contain a request time and a derived caller identifier, but not the domain name or raw IP address. An availability check does not register, reserve or purchase a domain.

We receive data from you, your authorised representatives and the services described in this Policy. We may also use business information from public sources that you provide in connection with a concept request. Public availability does not remove personal data protections or permit use for unrelated purposes.

For contractual services, we also process the records needed for agreements, approvals, delivery, support and applicable accounting obligations. Online payment is currently unavailable; Servicify does not send checkout data to 2Checkout. Information about payment processing will be updated before it is introduced.

Do not include payment card details, identity document details, sensitive personal data or children's data in requests or project materials unless the need and safeguards have been expressly agreed. Use fictional data in the demo. Do not enter real customer records, confidential information or access credentials for other systems.

4. Purposes and legal bases

Where the GDPR applies, we process personal data on the following bases:

- Responding to requests and preparing concepts: taking steps at your request before entering into a contract; for representatives who are not personally a contracting party, our legitimate interest in handling business enquiries.
- Performing a contract and providing project support: performance of the contract with you, or our legitimate interest in communicating with the customer's authorised representatives.
- Providing accounts, demos, requested settings and domain checks: performance of a contract or steps preceding it, where applicable; otherwise our legitimate interest in providing a functional service.
- Protecting forms, accounts and infrastructure: our legitimate interest in preventing abuse, controlling access and investigating security incidents.
- Meeting legal obligations and responding to data rights requests: compliance with the relevant legal obligation. Handling disputes may also rely on our legitimate interest in establishing, exercising or defending legal claims.

We limit processing to what is necessary for the purpose and consider its impact on individuals. Section 11 explains the right to object.

Our website currently uses no analytics or advertising services. If we introduce processing requiring consent, we will explain it and obtain consent before it begins. Acknowledging the storage notice is not consent to marketing or tracking.

5. Processing on behalf of customers

The customer determines the purposes and means of processing personal data on its website. When Servicify hosts, maintains, troubleshoots, backs up or otherwise accesses that data on the customer's documented instructions, it acts as processor. If the customer acts as processor for another controller, Servicify may act as subprocessor.

The agreement and applicable data processing terms specify the scope, duration and purposes of processing, categories of data and individuals, safeguards, subprocessors, assistance, return or deletion and international transfers.

Website handover alone does not end this role if Servicify continues hosting, supporting or otherwise processing the data. Where no such processing continues, handover does not itself make Servicify an ongoing processor.

Customers are responsible for the lawful processing of their website users' data, their privacy notices and instructions. Requests concerning that data may need to be referred to the relevant customer.

6. Cookies and browser storage

We use cookies and similar storage to provide requested functions, secure access and remember settings:

- **Sessions:** form protection and authenticated access, for the relevant session. Selecting Remember me may set a cookie for up to 14 days; logging out or clearing cookies may end access earlier.

- **Language:** servicify_locale remembers an explicit choice for approximately one year. Choosing a language again renews this period; an ordinary visit does not. Availability of translated content depends on the page.
- **Pricing calculator:** sessionStorage preserves package, module and hosting/domain-source choices within the same tab. The initial configuration may be stored after the first calculation. This record does not contain the requested domain or its availability result.
- **Editor:** sessionStorage preserves the selected device view without changing published website content.
- **Demo:** __Host-servicify_demo_resume and the authentication session allow access to the temporary copy. The inactivity period is approximately 30 minutes and is extended by authorised demo activity. Visits to the main public website do not extend it. Access expiry and server-side deletion are separate operations.
- **Storage notice:** selecting Understood records the notice version for up to 180 days in servicify_storage_notice, shared across servicify.ai and subdomains using the notice. It contains no personal identifier, grants no account access and does not record consent. Fallback browser storage contains the notice version and expiry time. Reading the acknowledgement does not extend it. An earlier local acknowledgement may be migrated with its existing expiry. An updated notice, expiry, cleared or blocked storage or a different browser/profile may cause the notice to appear again. If storage is blocked, dismissal may last only for the current page.

Session storage normally lasts for the tab's session; browser restore features may retain it longer. Browser settings let you manage storage, although blocking it may affect login, form security and remembered choices.

We use no analytics or advertising cookies. Domain checks are server-to-server requests, not embedded Namecheap scripts. Any new third-party technology is assessed according to its actual purpose; neither first-party ownership nor a payment-related function automatically removes consent requirements.

7. Recipients

Authorised Servicify personnel access data as needed for the purposes described in this Policy.

We use Namecheap hosting and Private Email for website operation, stored data, correspondence and notifications. Namecheap also receives domain names submitted for an availability check. Its own account administration and legal obligations are subject to its privacy terms.

Private Email's terms permit automated security screening that may involve OpenAI. They also describe an optional AI Assistant. Availability of these features does not establish that a particular Servicify message has been processed by them.

Our current practice does not involve manually sending customer information to additional external tools beyond the processing described here. Data may be disclosed to authorities or professional advisers where necessary for a legal obligation or to establish, exercise or defend a legal claim.

8. International processing

Servicify operates from Ukraine and uses Namecheap, a US provider. Namecheap's published information locates its VPS hosting and Private Email services in Phoenix, United States. Personal data may therefore be processed outside the European Economic Area.

Namecheap publishes a data processing addendum that includes standard contractual clauses for applicable transfers involving covered services. Its scope must be assessed for the particular service and processing; the hosting terms do not by themselves establish coverage for every domain check or onward transfer.

For information about the safeguards applicable to your data and how to obtain a copy, contact support@servicify.ai. Visiting the website or acknowledging the storage notice is not consent to an international transfer.

Namecheap Data Processing Addendum:
https://www.namecheap.com/legal/universal/data-processing-addendum/

9. Retention

Requests that do not result in an order, their attachments and related correspondence are subject to a retention period of six calendar months after the last meaningful contact. This period does not require deletion while discussions remain active or records are needed for an agreed order, project, legal obligation or justified legal claim. Any longer retention must remain justified; an exception does not permit indefinite storage.

Application of this period requires review of the correspondence and relevant exceptions. Scheduled automatic deletion is not enabled. Removing an application record does not itself delete mailbox or backup copies.

Account, project, accounting and support records are retained according to the duration of the relationship, outstanding work, applicable legal duties and the need to address claims. Security records are assessed according to the incident or risk they document.

Browser storage periods appear in section 6. Domain quota records expire logically after 24 hours but may remain until a subsequent cleanup request; they contain neither the queried domain nor raw IP address.

Backups may retain earlier copies after deletion from the working system. They require separate retention and deletion handling and do not justify indefinite storage. Requests concerning retention or erasure may be sent to support@servicify.ai.

10. Security

We use HTTPS, authenticated access, access permissions, private storage for uploaded files, form protection and abuse controls to protect personal data. These measures reduce the risk of unauthorised access, alteration, loss or disclosure but do not guarantee absolute security.

Where a personal data breach requires notification, we will fulfil the notification and cooperation duties applicable to our role.

11. Your rights

Depending on the applicable law and circumstances, you may request access to personal data, correction, erasure, restriction of processing or data portability; object to processing based on legitimate interests; and withdraw consent where processing relies on it. Withdrawal does not affect the lawfulness of earlier processing. You may object to direct marketing at any time.

Where the GDPR applies, you also have rights concerning solely automated decisions with legal or similarly significant effects and information about international-transfer safeguards, subject to the Regulation's conditions and exceptions.

Send requests to support@servicify.ai. We may seek information reasonably needed to verify your identity. Under the GDPR, we respond without undue delay and normally within one month of receiving a request. Where its complexity or the number of requests requires an extension, this may be up to two further months; we will notify you and explain the reasons within the first month. Any lawful refusal or restriction will be explained.

Where we process the data only on a customer's behalf, we refer the request to that customer or assist it in responding as required.

12. Automated processing

Automated controls validate forms, protect access, limit abusive requests and check domain availability at your request. They may reject or restrict a technical request. If this prevents you from contacting us, write to support@servicify.ai.

We use software to assist design and development and review results before delivery. The provider's email-security processing is described in section 7. Submitting a concept request does not itself create an order or start automatic generation. The controls described here do not determine your contractual rights or obligations.

Before introducing solely automated decisions with legal or similarly significant effects, we will provide the required information about their purpose, logic, consequences and safeguards.

13. Updates

During development, before launch or binding customer use, the current edition may be updated. Following launch or such use, changes are published as a new edition and earlier applicable editions remain available.

The current Policy is linked from the website footer. Updates do not replace the policy and contract versions recorded for an existing order. Where a change requires additional notice or consent, publication alone does not replace it.

14. Contact and complaints

Personal data matters: support@servicify.ai.

General enquiries: info@servicify.ai.

Project support: the customer workspace or support@servicify.ai.

Postal address: 129B Oleksandra Polia Avenue, Dnipro, 49055, Ukraine.

Where the GDPR applies, you may complain to a competent supervisory authority, in particular in the country of your habitual residence, workplace or the alleged infringement. You are not required to contact Servicify first. Supervisory authority contacts are available on the European Data Protection Board website: https://www.edpb.europa.eu/about-edpb/about-edpb/members_en

Related documents:

- Terms and Conditions: https://servicify.ai/terms
- Refunds and Cancellation: https://servicify.ai/refund-cancellation
- Service Delivery: https://servicify.ai/delivery-fulfilment