

ZIAZ – PRIVACY & COOKIE POLICY

Applies to: MyProfileBook, MindMap, Gurukul, AI CareerBuddy

Last Updated: *Set this before publishing*

1. Introduction

Welcome to **Ziaz Digital** (“Ziaz”, “we”, “us”, “our”).

This combined **Privacy & Cookie Policy** explains:

- What data we collect
- Why we collect it
- How we use it
- Your rights under GDPR and global privacy laws
- How cookies work on our websites and apps
- How you can manage privacy and cookie preferences

We keep this document simple, honest, and easy to understand — while fully complying with legal requirements.

By using any Ziaz product, you agree to this Policy.

2. What This Policy Covers

This Policy applies to all Ziaz products:

- **MyProfileBook**
 - **MindMap (Mentorship Platform)**
 - **Gurukul (Learning Platform)**
 - **AI CareerBuddy**
 - Ziaz websites, apps, services, and AI systems
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3. What Data We Collect

3.1 Information You Provide Directly

- Name, email, country
- LinkedIn login details (if used)
- Profile data (skills, experience, education, achievements)
- Uploaded documents (resumes, certificates)

- Mentorship preferences (MindMap)
- Learning data (Gurukul exams, assignments, progress)
- Messages, chat data, feedback
- Subscription and payment info (processed securely by Stripe)

3.2 Information Collected Automatically

- Device type (mobile/desktop)
- Browser and OS
- IP address (security/fraud)
- Pages visited, time spent
- App actions (clicks, filters, navigation)

3.3 AI Interaction Data

When using AI features:

- Your prompts
- Uploaded resume or text
- AI-generated results

We do **not** use your personal data to train external AI models.

4. How We Use Your Data

4.1 To Provide Our Services

- Creating and storing profiles
- AI-based enhancements and suggestions
- Improving search and recommendations
- Matching mentors and mentees
- Delivering Gurukul lessons, exams, and certifications
- Managing payments, subscriptions, receipts

4.2 To Improve User Experience

- Personalizing dashboards
- Tailoring suggestions
- Tracking learning progress
- Enhancing search results

4.3 To Ensure Safety & Compliance

- Fraud detection
- Preventing cheating in Gurukul
- Preventing abuse in mentorship
- Enforcing referral fairness in FavourFuel

4.4 Legal & Administrative

- Tax and audit requirements
 - Invoicing
 - Communication regarding your account
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5. Legal Basis (GDPR)

We process your data based on:

- **Performance of contract** (providing the service)
 - **Consent** (public profile visibility, cookies, marketing)
 - **Legitimate interest** (security, analytics, platform improvement)
 - **Legal obligation** (billing, tax, anti-fraud)
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6. Sharing Your Data

We never sell personal data.

We share data only with verified, GDPR-compliant partners:

6.1 Stripe

Payments, subscriptions, VAT checks, payouts.

6.2 OpenAI / AI Providers

To generate AI responses from user inputs.

6.3 Calendly / Google / Outlook

If you sync your calendar in MindMap.

6.4 Microsoft Azure

Hosting, databases, backups, security.

6.5 Analytics Tools

Google Analytics, Clarity, or similar — only if you consent to cookies.

We use strict data protection agreements to keep your information safe.

7. Public Profile Visibility (MyProfileBook)

If you choose to make your profile public:

- Visitors may view your profile
- Your profile may appear in search results
- Basic engagement analytics may be tracked

You can toggle visibility ON/OFF anytime.

8. Mentorship Data (MindMap)

We store:

- Availability
- Session history
- Ratings & reviews
- Mentor and mentee preferences

This ensures quality mentorship experiences and improves search results.

9. Education Data (Gurukul)

We retain:

- Assignment submissions
- MCQ answers
- Exam results
- Certificates
- Learning analytics

Only used for academic and certification purposes.

10. Retention Periods

Data Type	How Long We Keep It
Account details	As long as account is active
AI interactions	30–90 days
Public profile data	Until you delete or hide it
Gurukul exam data	3 years minimum

Data Type	How Long We Keep It
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Payment & tax data	7 years (legal requirement)
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Mentorship logs	1–2 years
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You may request deletion anytime unless retention is required by law.

11. Your Rights (GDPR & Global Laws)

You have the right to:

- Access your data
- Correct incorrect data
- Delete your data (“Right to be Forgotten”)
- Restrict processing
- Withdraw consent for cookies or marketing
- Request data portability
- Object to certain types of processing

Contact: privacy@ziazglobal.com

12. International Data Transfers

We may transfer data outside your country (e.g., Stripe, OpenAI), but always with:

- Standard Contractual Clauses
- GDPR-compliant protections

Your data is primarily hosted in **EU Azure regions**.

13. Data Security

We use:

- Encryption at rest and in transit
- Secure Azure environments
- Role-based access
- Firewalls and intrusion detection
- Regular audits and backups

No system is 100% secure, but we take all reasonable measures to protect your information.

★ 14. COOKIE POLICY (Integrated Section)

14.1 What Are Cookies?

Cookies are small files stored on your device to help us:

- Keep you logged in
- Personalize your experience
- Improve performance
- Understand app usage
- Support payments and referrals

Cookies do **not** contain viruses or install software.

14.2 Types of Cookies We Use

A. Essential Cookies (Required)

- Login sessions
- Security & fraud prevention
- Payment verification
- Saving privacy settings

B. Analytics Cookies (Optional)

- Google Analytics / Clarity
- Used to understand app behaviour
- Only activated after consent

C. Personalization Cookies (Optional)

- Dark mode
- Language preference
- UI customization

D. Marketing & Referral Cookies (Optional)

- FavourFuel referral tracking
- Campaign effectiveness

We do **not** use invasive advertising cookies.

14.3 Third-Party Cookies

Used only when necessary:

- **Stripe** → payment & security
- **Calendly / Google Calendar** → scheduling
- **Analytics tools** → performance insights

All managed under strict agreements.

14.4 Managing Your Cookie Choices

On your first visit, you'll see a cookie banner.

You may:

- Accept all cookies
- Reject all except essential cookies
- Customize categories

You can also disable cookies in browser settings.

14.5 How to Disable Cookies

Through browser settings:

- Chrome
- Safari
- Firefox
- Edge

Disabling essential cookies may prevent login or break core functionality.

15. Changes to This Policy

We may update this Policy when necessary.

Significant changes will be communicated via email or in-app notifications.

Continued use of Ziaz means you accept the updated Policy.

16. Contact Information

If you have questions, concerns, or privacy requests:

Email: privacy@ziazglobal.com

Company: Ziaz Digital (official entity details will be added after company registration)

17. Acceptance

By using Ziaz, you confirm that you:

- Have read and understood this Privacy & Cookie Policy
- Agree to how your data and cookies are used
- Consent where required by law