

VOAI Privacy Policy

Last Updated: November 15, 2025

This Privacy Policy describes how VOA ("we," "us," or "our") collects, uses, and discloses information about you when you use our artificial intelligence application, VOA (the "Service").

1. Information We Collect

We collect information about you directly from you, automatically through your use of the Service, and from third-party sources.

A. Information You Provide to Us

- **Account Information:** When you register for an account, we collect your name, email address, and password.
- **User Content/Input Data:** We collect the text, audio, images, or other data you input into the Service ("Input Data") and the output generated by the Service in response ("Output Data"). **This Input Data is critical for the Service's operation and may be used to train and improve our AI models, as detailed below.**
- **Communication Information:** We collect information when you communicate with us, such as customer support inquiries.

B. Information Collected Automatically

- **Usage Data:** We collect information about your activity on the Service, such as the features you use, the time and duration of your activity, and other diagnostic and usage data.
- **Device and Connection Information:** We collect information about the device you use to access the Service, including IP address, operating system, browser type, and unique device identifiers.
- **Cookies and Tracking Technologies:** We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

2. How We Use Your Information

We use the information we collect for various purposes, including:

- **To Provide and Maintain the Service:** To operate, maintain, and provide all features of the Service.

- **To Improve and Develop AI Models:** A core function of our Service is the continuous improvement of our underlying AI models. We use your Input Data and Usage Data to train, refine, and enhance the accuracy and performance of our AI. We may use aggregated, anonymized, or de-identified data for this purpose.
- **To Personalize Your Experience:** To understand how you and others use the Service and to personalize the content and features you see.
- **To Communicate with You:** To send you service-related notices, updates, and marketing communications (where permitted).
- **For Security and Fraud Prevention:** To detect, prevent, and address technical issues, security incidents, and fraudulent activity.
- **To Comply with Legal Obligations:** To comply with applicable laws, regulations, and legal processes.

3. How We Share Your Information

We may share your information in the following situations:

- **With Service Providers:** We may share your information with third-party vendors and service providers who perform services on our behalf, such as hosting, data analysis, payment processing, and customer support.
- **For Business Transfers:** In connection with a merger, sale of company assets, financing, or acquisition of all or a portion of our business by another company.
- **With Your Consent:** We may disclose your information for any other purpose with your consent.
- **For Legal Reasons:** If required to do so by law or in response to valid requests by public authorities (e.g., a court order or government agency).
- **Aggregated or De-identified Data:** We may share aggregated or de-identified information that cannot reasonably be used to identify you.

4. Data Retention and Security

We retain your personal information for as long as necessary to provide the Service and fulfill the purposes outlined in this policy, or as required by law. We implement reasonable security measures to protect your information from unauthorized access, disclosure, alteration, and destruction. However, no internet transmission is completely secure, and we cannot guarantee the absolute security of your data.

5. Your Data Protection Rights

Depending on your location, you may have the following rights regarding your personal data:

- **Access:** The right to request copies of your personal data.
- **Rectification:** The right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.
- **Erasure:** The right to request that we erase your personal data, under certain conditions.
- **Object to Processing:** The right to object to our processing of your personal data, under certain conditions.

To exercise any of these rights, please contact us using the contact information provided below.

6. Children's Privacy

Our Service is not intended for use by children under the age of 13. We do not knowingly collect personally identifiable information from children under 13. If we become aware that we have collected Personal Data from a child under 13 without verification of parental consent, we will take steps to remove that information from our servers.

7. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date. You are advised to review this Privacy Policy periodically for any changes.

8. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

[Insert Contact Email Address Here] [Insert Physical Address Here (Optional)]