

## Privacy Policy

**Last Updated: 29/4/2025**

At ideatolife, we prioritize the privacy and security of your personal information. This Privacy Policy outlines our practices for collecting, using, and protecting the data we obtain as we deliver our AI and platform engineering services. We are dedicated to ensuring transparency, compliance with data protection laws, and maintaining the trust you place in us. By engaging with our services and visiting our website, you acknowledge and agree to the practices described in this policy.

The website and services offered on [ideatolife.me](https://ideatolife.me) are exclusively owned and operated by IdeatoLife with a registered address at Silicon Oasis Founders, Office 210, Techno point building, Dubai Silicon Oasis, UAE.

## Changes to Our Privacy Policy

From time to time, we may need to update this Privacy Policy. Please check back here for the latest version. Any updates will be posted on this page, and the date of the latest revision will be indicated at the top.

## What Data Do We Collect from You?

We collect and process the following data to provide our platform engineering and AI services:

### Personal Information

- Contact details (e.g., name, email, phone number)
- Account information you have provided to us
- Information provided via support interactions, surveys, or feedback

### Non-Personal Information

- Browser and device information
- Website usage data
- IP address
- Cookies and tracking technologies

## **Cookies and Tracking Technologies**

- Information about your online interactions with our site

## **Information from Third Parties**

- Data from partners, service providers, and social media platforms

We do not intentionally collect sensitive information unless provided for specific purposes or as required by law. By using our services, you consent to this data collection. If you have any concerns, please contact us as outlined in our **"Contact Us"** section.

## **How Do We Use That Data?**

We use your data to:

- Provide personalized services and improve the functionality of our platform
- Communicate with you regarding updates, promotions, and service improvements
- Meet legal obligations and ensure compliance with regulatory standards
- Analyze usage patterns to improve our services and enhance your user experience

## **Sharing Your Information**

We share your data with:

- Trusted service providers and partners who assist in the operation of our website and services
- Third-party platforms for marketing and analytics purposes
- When required by law or in response to valid legal requests

We only share data for specified purposes, and we prioritize your privacy and security.

## **Data Protection**

We are committed to safeguarding your data. We implement industry-standard measures to protect your personal information from unauthorized access, disclosure, alteration, or

destruction. Our data protection practices ensure that your privacy and security are maintained at all times.

## **Protection of Children's Privacy**

We do not knowingly collect or solicit personal information from children under the age of 18. If you believe that a child has provided us with personal information, please contact us immediately, and we will take steps to remove such information. We are committed to complying with all applicable laws and regulations related to children's privacy.

## **Cookie Policy**

We use cookies and similar tracking technologies on our website to enhance your browsing experience and collect information about how you interact with our content. Cookies are small data files placed on your device that allow us to remember your preferences, understand your interests, and improve our website's functionality. These cookies may be session-based (temporary) or persistent (remain on your device until deleted).

We use cookies for various purposes, including:

- Analyzing website traffic
- Personalizing content and ads
- Enhancing website performance

By using our website, you consent to the use of cookies in accordance with this policy.

## **Controlling Cookies**

You can manage your cookie preferences by adjusting your browser settings or using cookie management tools. However, please note that disabling certain cookies may affect the functionality of our website.

## **Your Rights**

You have specific rights regarding your personal information, including:

- The right to access, correct, update, or delete your data
- The right to opt out of receiving marketing communications from us
- The right to restrict the processing of your data or object to certain processing activities

- The right to request the portability of your data

If you wish to exercise any of these rights or have concerns about how your data is handled, please contact us through the information provided in our **"Contact Us"** section.

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## Terms and Conditions

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Welcome to ideatolife! These Terms and Conditions govern your use of our platform engineering and AI services, as well as the website. By accessing and using our services, you agree to comply with the terms outlined below. Our goal is to provide effective and innovative AI-driven solutions while ensuring a fair and secure environment for our clients.

These terms define our expectations, responsibilities, and the rules that apply to your interactions with us. Please take a moment to read and understand these terms, as they form the basis of our relationship and guide the use of our services. By continuing to use our services, you indicate your acceptance of these terms and conditions.

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## User Accounts

When you register on our platform, you expressly agree to provide us with accurate, complete, and current information. You are responsible for maintaining the confidentiality of your account credentials and monitoring all activities conducted under your account. By registering, you acknowledge your commitment to abiding by our terms and conditions, which include compliance with our privacy policy.

As a user, you are responsible for your actions and interactions, including the content you generate and share. You must comply with all relevant laws, respect intellectual property rights, and refrain from engaging in fraudulent or abusive activities. Additionally, you must maintain the security of your account and promptly report any unauthorized access. Failure to comply with these responsibilities may result in suspension or termination of your account.

## Services & Delivery

Our commitment is to deliver high-quality services, and we encourage you to provide detailed information about your needs when acquiring any of our services. Costs and delivery times may vary based on the chosen service and desired outcomes. We will provide a clear understanding

of the costs prior to payment. All services and products will be delivered to the email address provided during sign-up.

## **Our Services**

We offer a range of platform engineering and AI services, including ModelOps, DevOps, DevSecOps, AI model lifecycle management, and automated processes. The costs and delivery times for these services are outlined on our website and may vary depending on the service and specific outcomes.

We also offer custom service packages. Upon receiving a request for a custom package, a team member will contact you to discuss various options and ensure the package aligns with your expectations. Delivery times and costs for custom packages will be determined based on the specific requirements you provide, and you will be fully informed before any payment is processed.

## **Payment Terms**

You agree to make payments according to the rates and terms discussed and agreed upon during the purchase process. We accept payments via major credit and debit cards, and we will provide you with a detailed breakdown of the costs via email in your order summary.

**Transactions will appear on your bank statement under IdeatoLife.**

## **Refund & Cancellations**

Refund and cancellation requests must be submitted in writing and are subject to our discretion. Refunds are only considered for completed work, and cancellations with full refunds are available only before the commencement of any project.

To request a cancellation or refund, please contact our customer service team, who will assess your request and respond within five business days.

Cancellation requests may take up to 24 hours to process, and refunds will be credited back to the original payment method. It may take up to 10 business days for the refund to reflect on your bank statement.

## **Copyright & Intellectual Property**

All content on our website, including text, graphics, images, and multimedia, is protected by copyright laws. Users are granted a limited, non-exclusive, and non-transferable license to access and use the content for personal and non-commercial purposes only. Unauthorized copying, distribution, or public display of this content is strictly prohibited.

All intellectual property rights, including but not limited to copyrights, trademarks, and exclusive content displayed on this website, are owned by ideatolife. Users are granted a non-exclusive right to access and use this intellectual property solely for personal use, and no part of it may be copied, modified, or distributed without prior written permission.

## **Under 18's**

Our services and content are intended for individuals aged 18 or older. By using our platform, you affirm that you meet this age requirement. If you are under 18, we request that you do not access our services.

## **Liability**

We do not guarantee the completeness, accuracy, or reliability of the content on our platform. You acknowledge that your use of our services is at your own risk. We will not be liable for any direct or indirect damages, losses, or inconveniences arising from your use of our website or services. This limitation of liability includes any errors, omissions, or interruptions on the platform. We are also not responsible for any content or services provided by third-party websites linked from our platform.

## **Law & Jurisdiction**

Any legal disputes arising from the use of our services and website must be first attempted to be resolved between the customer and ideatolife. If no agreement can be reached, either party has the right to involve the courts. Users consent to the exclusive jurisdiction of the courts for the resolution of such disputes. This choice of law and jurisdiction applies to all users, regardless of their geographic location or access to our services.

## **Contact Information**

If you have any questions or concerns about the terms outlined here, please contact us at [info@ideatolife.me](mailto:info@ideatolife.me)

## **Refund Policy**

At ideatolife, we are committed to your satisfaction. If you are not completely satisfied with your purchase of our platform engineering or AI services, we are here to help. Please read the details of our refund policy below.

## **Eligibility for Refunds**

To be eligible for a refund, the following conditions must be met:

- Requests must be made within 30 days of service delivery or project completion.
- The service must not have been fully delivered or completed as agreed.
- Proof of purchase or service confirmation is required.

Please note that refunds are generally not provided for fully delivered or custom-tailored services once the agreed scope has been executed.

## **How to Request a Refund**

To initiate a refund:

- Contact our customer service team at [info@ideatolife.me](mailto:info@ideatolife.me)
- Provide your order or contract number and details of your refund request.
- Our team will review your case and guide you through the process.

## **Processing Refunds**

Once your refund request is approved, the refund will be processed and credited back to your original payment method within 7-10 business days. We will notify you via email upon approval or rejection of your refund request.

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## **Cancellation Policy**

This cancellation policy applies to orders and service agreements with ideatolife.

### **1. Order or Service Cancellation Before Work Commences**

If you wish to cancel an order or service agreement before work has begun, please contact our **Support Team at [info@ideatolife.me](mailto:info@ideatolife.me)**. Upon confirmation, a full refund will be issued to your original payment method.

### **2. Cancellation After Work Has Commenced**

Once work has started on your service or project, cancellations may not be eligible for a full refund. Partial refunds or credits may be considered based on the amount of work completed, at our discretion.

### **3. Cancellation of Custom or Subscription Services**

For any subscription-based or ongoing services, you may cancel your subscription at any time

by notifying us via your account portal or by contacting [info@ideatolife.me](mailto:info@ideatolife.me). Cancellation will take effect from the next billing cycle.

#### **4. Refunds for Cancellations**

Approved cancellations will result in refunds credited to your original payment method within 7-10 business days. Processing times may vary depending on your bank or payment provider.

#### **5. Contact Information**

For questions or assistance with cancellations, please contact us at:

Email: [info@ideatolife.me](mailto:info@ideatolife.me)

We are available during business hours to assist you.

#### **6. Policy Updates**

ideatolife reserves the right to modify this cancellation policy at any time. Updated policies will be posted on our website and will take effect immediately. Please review this policy regularly for updates.