

Snarai

Privacy Policy

Effective Date: 16 June 2026

1. Introduction

Chelevenild Technologies ("we", "our", or "us") is committed to protecting your personal data in accordance with the Personal Data Protection Act 2010 (PDPA) of Malaysia. This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you use Snarai (the "Service"). By using the Service, you consent to the practices described herein.

2. Information We Collect

a) Account Information: Your name and email address when you register for an account.

b) Payment Information: Billing details such as cardholder name and billing address. Payment card numbers are processed by our third-party payment processor and are not stored on our servers.

c) Usage and Analytics Data: Information about how you interact with the Service, including tasks created, features used, session duration, browser type, operating system, IP address, and referring URLs, collected via cookies and similar tracking technologies.

d) Collaboration Data: Information about users you invite to collaborate, including their email addresses and the permissions you grant them.

e) Notification Data: Device tokens and preferences required to send push notifications to your device.

3. How We Use Your Information

We use your personal data to:

- Create and manage your account and provide the Service.
- Process payments and send billing-related communications.
- Power AI features, including task suggestions and productivity insights.
- Enable collaboration features, including inviting and managing Collaborators.
- Send push notifications, in-app alerts, and email reminders for tasks and Collaborator activity.
- Send transactional emails (e.g., confirmations, password resets, pricing change notices).
- Send product updates and promotional offers (you may opt out at any time).
- Analyse usage trends and improve the Service and its AI models.
- Detect, prevent, and address fraud or security breaches.
- Comply with legal obligations under Malaysian law.

4. Legal Basis for Processing

We process your personal data on the following bases under the PDPA 2010: (a) **performance of a contract** -- to deliver the Service you subscribed to; (b) **legitimate interests** -- to improve, personalise, and secure the Service; (c) **consent** -- for marketing communications and push notifications; and (d) **legal obligation** -- to comply with applicable Malaysian laws.

5. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience:

- **Essential cookies:** Required for the Service to function (e.g., session management).
- **Analytics cookies:** Help us understand user behaviour and improve the Service.
- **Preference cookies:** Remember your settings and notification preferences.

You can control cookies through your browser settings, though disabling certain cookies may affect Service functionality.

6. Sharing Your Information

We do not sell your personal data. We may share your information with:

- **Collaborators:** Users you explicitly invite to view or edit your task lists will have access to the content you share with them.
- **Service providers:** Third-party vendors (e.g., payment processors, cloud hosting, analytics, push notification services) bound by confidentiality obligations.
- **Legal authorities:** When required by Malaysian law, court order, or to protect our legal rights.
- **Business transfers:** In the event of a merger or acquisition, subject to equivalent privacy protections.

7. Push Notifications

If you grant permission, we will send push notifications to your device for task reminders, deadlines, and Collaborator activity. We collect and process your device token solely for this purpose. You can withdraw consent for push notifications at any time through your device or account settings.

8. Data Retention

We retain your personal data for as long as your account is active or as necessary to provide the Service. After account deletion, certain data may be retained for up to seven (7) years to comply with Malaysian legal and tax obligations. Usage and analytics data is retained in anonymised or aggregated form after account closure.

9. Data Security

We implement appropriate technical and organisational measures to protect your personal data, including encryption in transit (TLS), access controls, and regular security reviews. No method of internet transmission is 100% secure, and we cannot guarantee absolute security.

10. Your Rights Under the PDPA 2010

You have the right to:

- **Access** the personal data we hold about you.
- **Correct** inaccurate or incomplete personal data.
- **Withdraw consent** for marketing communications or push notifications at any time.
- **Request deletion** of your personal data, subject to legal retention requirements.

To exercise these rights, contact us at chelevenild.tech@gmail.com. We will respond within the timeframe required by law.

11. International Data Transfers

Our servers and service providers may be located outside Malaysia. When transferring your personal data internationally, we ensure appropriate safeguards are in place to provide a level of protection equivalent to the PDPA 2010.

12. Children's Privacy

The Service is not directed to individuals under 18. We do not knowingly collect personal data from minors. If you believe a minor has provided us with personal data, please contact us and we will delete it promptly.

13. Third-Party Links and Integrations

The Service may contain links to third-party websites or integrate with third-party services. We are not responsible for their privacy practices and encourage you to read their policies before providing any personal information.

14. AI and Data Processing

Usage data and task content may be used to improve and train Snarai's AI features. This processing is done in aggregate or anonymised form where possible. We do not use your personal task content to train AI models that are shared with third parties without your explicit consent.

15. Changes to This Privacy Policy

We may update this Policy periodically. We will notify you of material changes by updating the effective date above or via email. Continued use of the Service constitutes acceptance of the updated Policy.

16. Contact Us

Chelevenild Technologies

Email: chelevenild.tech@gmail.com

We will endeavour to respond to all enquiries within fourteen (14) business days.