



PRIVACY POLICY

Effective Date: 09-09-2025

Last Updated: 09-18-2025

This Privacy Policy explains how Koyal AI, Inc. ("we," "us," "our") collects, uses, and protects your information when you use our audio-to-video generation platform and services ("Services").

1. INFORMATION WE COLLECT

1.1 Information You Provide

- **Account Data:** Email, username, password (encrypted), payment information
- **Content:** Audio files, text prompts, images, generated videos
- **CHARCHA Data** (if used): Photos for identity verification and video personalization

1.2 Information Collected Automatically

- **Usage Data:** Feature usage, generation history, interaction patterns
- **Technical Data:** IP address, browser type, device information, cookies
- **Analytics:** Performance metrics, error logs, service quality indicators

2. HOW WE USE YOUR INFORMATION

We use your information to:

- **Provide Services:** Process content, generate videos, manage accounts
- **Improve Services:** Develop features, optimize performance, fix bugs
- **Communicate:** Send service updates, respond to support requests
- **Security & Legal:** Prevent fraud, enforce Terms, comply with laws

3. CHARCHA PROTOCOL - IDENTITY VERIFICATION

When you use Charcha:

- Photos are collected solely for identity verification and training personalized AI avatars
- Used to prevent deepfakes and verify your identity



- *Enables you to appear in generated videos*
- *Data is never shared with third parties*
- *You can request deletion anytime*

4. DATA SHARING

We only share data when:

- *Required by law or court order*
- *Using essential service providers (under strict confidentiality)*
- *In rare events like business transfers (maintaining same protections)*

7. DATA SECURITY

We protect your data using:

- *Industry-standard encryption (TLS/SSL, AES)*
- *Secure data centers with access controls*
- *Regular security audits and updates*
- *Employee training and confidentiality agreements*

7. YOUR PRIVACY RIGHTS

You have the right to:

- **Access:** *View and download your data*
- **Update:** *Correct inaccurate information*
- **Delete:** *Remove your account and data*
- **Control:** *Manage privacy settings and data usage*

To exercise these rights, contact us at office@koyal.ai or use account settings.

8. COOKIES

We use cookies for:

- *Essential service functionality*
- *Analytics and performance*
- *Remembering your preferences*

You can manage cookies through browser settings.



9. INTERNATIONAL TRANSFERS

Your data may be processed in different countries. We ensure appropriate safeguards including:

- *Data processing agreements*
- *Encryption and security measures*
- *Compliance with applicable frameworks*

10. CHILDREN'S PRIVACY

Our Services are not for users under 18. We do not knowingly collect data from children. If discovered, we delete it immediately.

11. THIRD-PARTY SERVICES

- *Model providers process content only to generate your requested outputs*
- *Input data is not used to train their models without explicit consent*
- *Data is automatically deleted after processing (typically within 24-48 hours)*
- *All transmissions use end-to-end encryption*
- *We maintain data processing agreements ensuring your privacy*

12. JURISDICTION-SPECIFIC RIGHTS

California (CCPA)

- *Right to know what information we collect*
- *Right to delete personal information*
- *We don't sell personal information*

European Union (GDPR)

- *Legal basis for processing*
- *Right to data portability*
- *Right to lodge complaints with authorities*

13. CHANGES TO THIS POLICY

We may update this policy and will notify you of material changes via:

- *Email notification*



- *Service announcement*
- *Updated date at top of policy*

14. CONTACT US

For privacy questions or requests:

Koyal AI, Inc.

Email: **office@koyal.ai**

Your privacy matters. We're committed to protecting your data while providing innovative AI services.