

Privacy Policy for RIYU

Last updated: March 29, 2026

This Privacy Policy explains how **Explorix AI Pvt. Ltd.** (“Company”, “we”, “us”, or “our”), an India-based company operating under the brand **RIYU**, collects, uses, discloses, stores, and protects Personal Information when you access or use our website, software, mobile applications, APIs, connectors, and AI-powered analytics and reporting tools (collectively, the “Services”).

This Privacy Policy forms an integral part of and should be read in conjunction with our Terms of Service. By accessing or using the Services, you acknowledge that you have read and understood this Privacy Policy.

1. Scope and Definitions

For the purposes of this Privacy Policy, “Personal Information” means any information that identifies an individual or makes an individual identifiable, either directly or indirectly when combined with other information.

This Privacy Policy applies to all users globally. Explorix AI Pvt. Ltd. is incorporated in India, with its principal place of business in **Gurugram, Haryana**, and operates under the primary framework of the Digital Personal Data Protection Act, 2023 (“DPDP Act”). Where applicable, we also comply with international data protection laws including the GDPR, UK GDPR, and CCPA.

2. Information We Collect

RIYU collects information that you provide directly when you create an account, connect data sources, use analytics or AI features, subscribe to communications, make purchases, or contact us, including your name, email, phone number, company details, billing information, communications, and any data, files, or datasets you upload or connect (“User Data”). We also automatically collect technical and usage information such as IP address, device and browser details, logs, session activity, and metadata like schema or column names to operate, secure, and improve the Services. We use cookies and similar technologies for essential functionality, analytics, and personalization, subject to your consent where required. RIYU processes User Data solely to provide requested analytics and AI outputs and does not use your data to train models without explicit consent. RIYU acts as a data processor under applicable laws including the General Data Protection Regulation and the Digital Personal Data Protection Act, 2023, and you are responsible for ensuring that you have the necessary rights, consent, and legal basis to share and process such data. We use the collected information to provide and operate the platform, authenticate users, process transactions, generate insights, improve product performance, develop new features, ensure security, prevent misuse, communicate with you, and comply with legal obligations. Where possible, we rely on aggregated or de-identified data, and we process personal data based on contractual necessity, legitimate interests, consent, or legal obligations under GDPR, and consent or legitimate uses under the DPDP Act. You should not upload sensitive personal data unless you have obtained explicit consent and a valid legal basis, and RIYU retains data only as long as necessary to provide the Services, comply with legal requirements, and enforce agreements.

RIYU requests that you do not upload, submit, or disclose any sensitive personal data through the Services, whether directly or via connected data sources, integrations, or third-party accounts. Sensitive personal data includes, but is not limited to, government identification numbers, financial account details, information relating to racial or ethnic origin, political opinions,

religious or philosophical beliefs, health or medical records, biometric or genetic data, criminal history, or trade union membership. You are solely responsible for ensuring that any data you provide, including User Data and any information relating to your customers, employees, or other individuals, does not contain such sensitive personal data unless you have obtained explicit consent and have a valid legal basis to process and share it in accordance with applicable laws, including the General Data Protection Regulation and the Digital Personal Data Protection Act, 2023.

3. How We Use Data

RIYU uses the information it collects to provide, operate, and improve its Services, including processing User Data to generate analytics, dashboards, and AI-driven insights, managing user accounts, enabling integrations, and ensuring platform performance and reliability. This includes processing transactions, administering subscriptions, personalizing user experiences, and communicating with you regarding product updates, security alerts, support responses, and, where permitted, relevant offers or newsletters. We also use data to monitor usage, analyze performance, debug issues, develop new features, and maintain the overall quality and functionality of the platform, typically relying on aggregated or de-identified data wherever possible.

In addition, RIYU uses information to enforce its Terms, prevent fraud or misuse, ensure security, comply with legal obligations, and respond to lawful requests such as court orders or regulatory requirements. We may work with trusted third-party service providers (such as payment processors and infrastructure partners-Open AI, Anthropic, Microsoft Azure) strictly to deliver and improve the Services, for newer models or services users to be notified with other Sub-processor partnerships.

AI Training and Consent Controls

Explorix AI Pvt. Ltd. does not use User Data to train AI models by default. Any use of data for training purposes is strictly subject to explicit user consent.

Such consent is obtained through clearly defined mechanisms, which may include an account-level “AI Training Consent Toggle,” project-specific settings, or separate contractual agreements for enterprise customers. Users retain full control and may withdraw consent at any time.

AI Output Disclaimer

The outputs generated by our AI systems are probabilistic in nature and may occasionally contain inaccuracies or incomplete information. Users are advised to independently verify any critical insights before relying on them for decision-making.

While we strive to improve the quality and reliability of outputs, Explorix AI Pvt. Ltd. does not guarantee absolute accuracy. Requests for correction of AI-generated outputs are addressed through reprocessing or refinement of inputs where feasible.

4. Data Storage, Retention and Deletion

RIYU does not sell your Personal Information. We may disclose limited Personal Information and User Data only as necessary to provide and improve the Services, and in accordance with applicable laws, including the General Data Protection Regulation and the Digital Personal Data Protection Act, 2023. This includes sharing data with trusted third-party service providers such

as cloud infrastructure, analytics, communication, and AI processing partners, including OpenAI, Anthropic, and Microsoft Azure, strictly for the purpose of delivering requested functionality. Payment-related information is processed securely by third-party payment processors such as Stripe and is subject to their respective terms and privacy policies. We may also share information with legal authorities where required to comply with applicable law, enforce our rights, prevent fraud or misuse, or protect the safety of our users and the public. In the event of a merger, acquisition, or restructuring, user data may be transferred as part of the business transaction under appropriate safeguards.

We follow a privacy-first, minimal retention architecture. By default, User Data is processed in-memory or through temporary storage mechanisms and is not persistently retained. Such ephemeral processing typically results in deletion immediately after completion of the requested task, although limited retention (generally not exceeding 24 hours) may occur for debugging, security, or system integrity purposes. Where you choose to enable storage, data is retained only for the specific purposes and duration authorized by you or as required by law. You may request deletion of stored data at any time, and we will delete or de-identify such data within a reasonable timeframe (typically within 7 business days of a verified request), unless retention is legally required. Limited Personal Information may be retained in backups and system logs for business continuity, auditing, and security purposes, and is automatically deleted in accordance with our defined retention schedules.

5. Data Sharing and Sub-Processors

RIYU uses third-party Large Language Models and AI providers to perform certain analyses and generate reports as part of the Services. These include cloud infrastructure providers, payment processors, and AI processing partners such as OpenAI, Anthropic, and Microsoft Azure, transmit only the minimum data necessary to fulfil the requested analysis, and do not permit storage of your data with these providers unless you have authorized such storage. Depending on the context of processing, RIYU acts as either a data controller or a data processor. Where RIYU acts as a processor on behalf of customers who are controllers, we process User Data strictly in accordance with documented instructions and enter into a DPA incorporating appropriate safeguards, including standard contractual clauses where required, in compliance with applicable laws such as the General Data Protection Regulation and the Digital Personal Data Protection Act, 2023.

In accordance with the Digital Personal Data Protection Act, 2023, you have the right to manage, review, and withdraw your consent for the processing of your Personal Information at any time through in-product controls or, where applicable, via a registered Consent Manager. RIYU has appointed a Grievance Officer to address any concerns relating to data processing; you may contact the Grievance Officer at riyu@explorix.ai, and we will respond within the timelines prescribed under applicable law.

6. Security and Encryption

RIYU recognizes the importance of protecting Personal Information and implements industry-standard technical and organizational security measures to safeguard data against unauthorized access, use, alteration, or disclosure. All data transmitted to RIYU is encrypted in transit using secure protocols such as TLS, and any data stored (only where you have explicitly authorized storage) is encrypted at rest using AES-256 or equivalent standards. We maintain robust key management practices, and enterprise customers may request bring-your-own-key (BYOK) options where applicable. Access to data is strictly controlled through role-based access controls,

least-privilege principles, and multi-factor authentication for authorized personnel. We maintain and continuously improve our security posture in line with applicable regulations and industry standards, and we provide transparency regarding our practices through our Trust Center and related documentation. However, while we take reasonable measures to protect Personal Information, no system can be guaranteed to be completely secure, and we cannot ensure or warrant that unauthorized parties will never be able to circumvent these safeguards or misuse data.

7. Cookies and Tracking

We use cookies and similar technologies for essential site functionality, performance analytics, and (with consent) advertising/retargeting. You can manage cookie preferences via our cookie consent tool.

8. International Data Transfers

Your information may be transferred to and processed in jurisdictions outside your country of residence, including the United States and other regions where our service providers operate. We implement appropriate safeguards such as standard contractual clauses and data processing agreements to ensure lawful transfers.

9. Your Rights and Choices

Depending on your jurisdiction, you may have rights including:

- Access to the Personal Information we hold about you.
- Correction of inaccurate information.
- Deletion of Personal Information we store.
- Portability of your data in a commonly used machine-readable format.
- Objection to certain processing activities.

To exercise rights, contact riyu@explorix.ai. We will verify identity and respond within applicable legal timeframes.

10. Data Breach Response

We maintain an incident response program. In the event of a confirmed data breach affecting Personal Information, we will notify affected individuals and regulators as required by law and will provide information about mitigation steps.

11. Children

Our Services are not directed to children under 18. We do not knowingly collect Personal Information from children under 18. If we learn we have collected such information without parental consent, we will delete it.

12. Changes to This Policy

RIYU may update this Privacy Policy from time to time to reflect changes in our Services, legal requirements, or data practices. When we make material changes, we will update the “Last Updated” date at the top of this page and, where required by applicable law, provide additional notice such as via email or in-product notifications; however, we encourage you to review this Privacy Policy periodically to stay informed.

Your continued use of the Services after any updates constitutes your acceptance of the revised Policy. RIYU’s Services are intended for individuals who are at least 18 years of age, and we do not knowingly collect Personal Information from children. If we become aware that Personal Information has been collected from an individual under the age of 18 without appropriate consent, we will take steps to delete such information and restrict access to the Services. If you have any questions or concerns regarding this Privacy Policy or our data practices, you may contact us at our designated privacy contact email.

13. Contact and Data Protection Officer

Email: riyu@explorix.ai

Address: RIYU Technologies Pvt. Ltd., [Registered Address], New Delhi, India.

For EU/UK inquiries we will provide a local representative and DPO contact details in our Trust Center and DPA

14. Additional Terms for Enterprise Customers

Enterprise customers may enter into a **Data Processing Addendum (DPA)** that:

- Specifies roles (controller/processor), processing purposes, security measures, sub-processors, and cross-border transfer mechanisms.
- Allows contractual commitments on retention, deletion, encryption, and audit rights.

15. Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of India.

Any disputes arising out of or relating to this Privacy Policy shall be subject to the exclusive jurisdiction of the courts located in Gurugram, Haryana, India. Nothing in this section shall limit any rights available to users under mandatory data protection laws applicable in their jurisdiction.

For Grievance Redressal :

In accordance with applicable law, Explorix AI Pvt. Ltd. has appointed a Grievance Officer to address concerns related to Personal Information. All grievances may be directed to: riyu@explorix.ai .We will acknowledge and resolve complaints within legally mandated timelines.

For further details on dispute resolution, please refer to our Terms of Service.

16. Regional Supplemental Terms

Where required by applicable law, additional rights and obligations may apply to users based on their jurisdiction, including under the GDPR (EU/UK), DPDP Act (India), and CCPA (California). These rights are honored in accordance with applicable legal requirements.