

Avoi Privacy Policy

Last updated: 13 February, 2026

Avoi (“Avoi,” “we,” “our,” or “us”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the Avoi mobile application and related services (collectively, the “App”).

By accessing or using the App, you agree to the terms of this Privacy Policy.

1. Information We Collect

1.1 Information You Provide

We may collect information you voluntarily provide, including:

- Email address or account credentials
- Preferences (e.g., dietary preferences, sensitivities, goals, lifestyle selections)
- Optional feedback, reactions, or notes
- Communications you send to us

You are not required to provide medical or diagnostic information to use the App.

1.2 Automatically Collected Information

When you use the App, we may automatically collect:

- Device type, operating system, and app version
- Usage data (features used, screens viewed, interaction data)
- Anonymous analytics and performance data
- Crash logs and diagnostic information

We do not collect precise GPS location data unless explicitly disclosed within the App.

1.3 Product & Scan Data

When you scan or analyze products, we may process:

- Barcode or product identifiers

- Publicly available ingredient and nutrition data
- Your selected preferences at the time of analysis

This information is used solely to provide App functionality and generate personalized insights.

2. How We Use Your Information

We use your information to:

- Provide, operate, and maintain the App
- Generate personalized, educational insights
- Improve functionality, performance, and user experience
- Respond to support requests and communications
- Detect, prevent, and address security or technical issues
- Comply with legal obligations

We do not sell your personal information.

3. AI & Automated Processing

Avoi uses automated systems, including artificial intelligence, to generate educational and informational insights.

These systems:

- Do not provide medical, nutritional, legal, or professional advice
- Do not diagnose or treat conditions
- Generate probabilistic or estimated outputs
- May produce inaccurate or incomplete information

AI-generated outputs are provided for informational purposes only. You acknowledge that automated insights may not reflect complete or up-to-date information.

4. Third-Party Service Providers

We use trusted third-party service providers to operate and support the App. These providers process information on our behalf and are contractually obligated to safeguard it.

These providers may include:

- Cloud hosting and infrastructure providers
- Analytics and diagnostic services
- Customer support tools
- Artificial intelligence processing services

OpenAI

Avoi uses services provided by **OpenAI, L.L.C.** as a data processor to generate automated insights within the App.

When you use features such as product analysis, relevant input data (including product information and selected preferences) may be transmitted to OpenAI for processing on our behalf.

OpenAI processes this information solely to provide services to Avoi and does not receive ownership of your personal data. We do not permit OpenAI to use your personal information for independent marketing purposes.

For more information, please review OpenAI's Privacy Policy at:
<https://openai.com/policies/privacy-policy>

By using the App, you acknowledge and consent to the processing of relevant data by OpenAI and other service providers as described in this Privacy Policy.

5. Data Retention

We retain personal information only as long as necessary to:

- Provide the App
- Maintain user accounts
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

You may request deletion of your account and associated data by contacting us.

6. Data Security

We implement reasonable administrative, technical, and organizational safeguards designed to protect your information.

However, no method of transmission or storage is completely secure. We cannot guarantee absolute security.

7. Your Rights

Depending on your location, you may have rights to:

- Access your personal information
- Request correction of inaccurate data
- Request deletion of your data
- Object to or restrict certain processing

To exercise these rights, contact us at:
avoigeneral@gmail.com

8. Children's Privacy

The App is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware of such collection, we will take appropriate steps to delete the information.

9. International Users

If you access the App from outside your country of residence, your information may be transferred to and processed in countries where our service providers operate. By using the App, you consent to such transfers.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be reflected by revising the "Last updated" date.

Continued use of the App after changes become effective constitutes acceptance of the revised policy.

11. Contact Us

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

avoigeneral@gmail.com

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