

FUUVO™ Privacy Policy

Effective Date: 28 July 2026

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Applicable Company: FUURAA HOLDING GROUP PTE. LTD. ("FUURAA" , "we" , "us" or "our").

Product: FUUVO™ ("FUUVO™" or the "Service").

Data Protection Contact: dpo@fuuvo.com

1. What Does This Policy Cover?

This Privacy Policy explains how FUUVO™ collects, uses, retains, shares, protects and deletes personal data relating to you, and how you may manage your personal data.

This Policy applies to FUUVO™ websites, applications, accounts, conversations, file uploads, images, videos, audio, subscriptions, support, reports and other related services.

Please read this Policy before using FUUVO™. If you do not agree to processing of personal data that is necessary under this Policy, do not create an account or use features that require such processing.

2. What Personal Data May We Collect?

2.1 Account Data

When you register for or use FUUVO™, we may collect:

- your name or display name; email address, mobile number or other login identifiers; securely encrypted password information; profile image; language, time zone and account preferences; and
- payment, subscription and billing information; account-security information; login devices and times; and information about unusual activity.

2.2 Content You Provide

When you use FUUVO™, we may process:

- conversation content, prompts and questions;
- files, images, recordings, spreadsheets, videos and their contents that you upload;
- text, images, videos, audio and other Output generated through the Service;
- Content that you save, delete, share, report or provide feedback on; and
- information that you submit to our support team, Data Protection Officer or security team.

2.3 Device and Usage Data

We may collect:

- information about your device, operating system, browser, application version and language;
- your IP address, general location information, time zone and network information; and
- feature-use records, error logs, performance records, security records, information collected through similar technologies and account-session information.

We use strictly necessary cookies to maintain login sessions, security and basic functionality. With any required consent, we may also use technologies relating to preferences, analytics or promotions. You may manage non-essential cookies through your browser's cookie settings. Disabling some cookies may affect certain functions.

2.4 Location Information

If you use Local Food or another location-related feature, FUUVO™ may, with your express consent, use the location you provide, searched locations or information about your device location.

You may refuse location permission and enter a location manually instead.

3. Why Do We Use Personal Data?

We may use personal data to:

- create, verify, manage and protect your account;
- provide conversation, creative, file-processing, translation, research and other FUUVO™ features;
- retain your conversations, projects, preferences and personal workspace;
- provide technical support and handle complaints, reports, refunds and payments;
- detect fraud, abuse, infringement, unlawful content and security incidents;
- maintain, test, improve and protect FUUVO™;
- comply with applicable laws, regulatory requirements, court orders, law-enforcement requests or lawful government requests; and
- where you have consented, send you product updates, event information or promotional communications.

4. How Does AI Process My Content?

FUUVO™ uses automated systems, artificial-intelligence models and necessary technical services to process Content that you submit, upload or generate, so that we can respond to your requests and provide the Service.

You should avoid entering personal data that is not necessary for your request, including passwords, complete payment-card details, identity documents, another person's private information, medical records, trade secrets or documents subject to confidentiality obligations.

FUUVO™ AI Output may be inaccurate, incomplete, outdated or unsuitable for your particular circumstances. You must independently verify Content before publishing, signing, making a payment, making an investment, making a medical or legal decision, or making another significant decision.

FUUVO™ may process special-category or highly sensitive data that a user voluntarily uploads, such as data relating to health, finance, children, voice, image or biometrics. We do not require users to upload such data unless a particular feature genuinely requires it. Before uploading, you must confirm that you have a lawful basis to do so and should de-identify the data wherever reasonably possible.

5. Will My Content Be Used to Improve Models?

To the extent permitted by applicable law, we may use anonymised or de-identified data, Service-operational data and user feedback for safety monitoring, bug fixing, performance analysis and Service improvement.

6. With Whom Do We Share Personal Data?

For a particular feature, we provide relevant vendors only with the minimum data needed to provide that feature. Whether third-party vendors retain or use data, and their retention periods, are determined under the relevant service agreements, data-processing terms and applicable law.

We share personal data only to the extent necessary to provide the Service, comply with law or protect safety. Recipients may include:

- providers of cloud infrastructure, storage, content-processing and security services;
- providers of AI models, voice, image, video, mapping, search or translation services;
- providers of identity verification, payment, billing and customer-support services;
- professional advisers, auditors, insurers and group affiliates where genuinely necessary to provide the Service;
- regulators, courts, law-enforcement bodies and other third parties with lawful authority; and
- entities lawfully receiving data in connection with a reorganisation, financing, merger, asset sale or similar transaction.

FUUVO™ does not sell users' personal data.

7. How Do We Protect Personal Data?

FUUVO™ applies organisational, technical and administrative measures proportionate to risk to protect personal data against unauthorised access, use, alteration, loss or disclosure.

These measures may include access controls, permissions management, encrypted transmission, logging, security monitoring, vendor management, vulnerability handling and employee confidentiality requirements.

No internet service can guarantee absolute security. Please use a strong password and do not share your password or verification codes. If you notice unusual activity in your account, change your password immediately and contact FUUVO™.

8. How Long Do We Retain Personal Data?

FUUVO™ retains personal data only for as long as necessary to provide the Service, fulfil legal obligations, resolve disputes, prevent abuse, maintain security or achieve the purposes described to you.

Where appropriate, we may delete, anonymise or de-identify personal data. Subject to legal requirements, dispute handling, security investigations and technical backups, Content is generally removed from active systems within 30 days after account or Content deletion. Copies in backups may be retained for up to 30 days and are deleted through backup rotation; they will not be restored for general business purposes during that period.

9. How Can You Manage Your Personal Data?

Where applicable, you may:

- view and update account data;
- delete conversations, files, images, videos or other Content;
- export available account data;
- change memory, personalisation, notification and location permissions;
- withdraw consent for marketing or non-essential data processing;

- make an access or correction request;
- close your account; and
- raise a privacy question or complaint with the Data Protection Officer.

You may exercise relevant choices through [Account Settings] or the [Privacy Request Form]. Certain requests may be subject to applicable law, the rights of others, security requirements, technical limitations or necessary data-retention obligations.

10. Children and Minors

FUUVO™ does not generally offer independent registration or independent use of the Service to children under 13. For minors aged 13 to 17, we will apply appropriate guardian-consent, feature-restriction and safety measures where required by applicable law. Where a minor may lawfully use FUUVO™, the parent or legal guardian must provide any necessary consent and supervision. We may reasonably restrict, suspend or delete accounts that do not meet age requirements.

11. Personal Data Security Incidents and Notice

For a data breach that is legally notifiable, FUUVO™ will notify the Singapore Personal Data Protection Commission and affected users as soon as practicable in accordance with applicable law.

12. Policy Updates and Contact

We may update this Policy because of changes to features, law, security or our business. We will explain material updates through FUUVO™, account notices, email or other reasonable means.

For privacy questions, personal-data requests or complaints, please contact:

Data Protection Officer: dpo@fuuvo.com

FUURAA HOLDING GROUP PTE. LTD.