Privacy Policy

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Operator / Legal Entity: Ali Khalifa Al Ktebi

Governing Jurisdiction: Abu Dhabi, United Arab Emirates

Legal Notices: legal@hozon.ae

Support: support@hozon.ae

Privacy: privacy@hozon.ae

1. Scope

This Privacy Policy explains how HOZON handles information when you use the HOZON mobile application, recipient web links, and related services. HOZON is designed as a local-first document utility. Your personal document library is intended to remain on your device or in a backup location you control, except where temporary processing is needed for a feature you deliberately use.

2. What HOZON Does Not Permanently Store

- HOZON does not permanently store the contents of your personal document library on HOZON-operated servers as a general cloud archive.
- HOZON does not sell your personal information or document contents to advertisers.
- HOZON does not use your private document contents to train advertising profiles.
- HOZON does not give administrators routine access to browse your personal document library.

3. Information We May Process

- Account information: email address, account identifier, authentication status, language, country setting, subscription/entitlement status, and limited account-security information.
- Operational metadata: request identifiers, feature usage counters, timestamps, status information, error diagnostics, and minimal device/browser information needed to operate and secure the service.
- Temporary document data: only when you use features such as document requests, external signing, Upload + Sign, or secure temporary sharing. These files may be processed and stored temporarily so the requested workflow can be completed.
- Locally stored data: profiles, document files, extracted metadata, saved versions, and local search information are intended to remain on your device unless you choose a backup or external workflow.

4. Why We Process Information

- To create and secure your account.
- To provide document organization, requests, signing, sharing, backup/restore, and related features.
- To protect the service from abuse, investigate failures, enforce plan limits, and maintain service reliability.
- To comply with legal obligations and respond to valid legal requests where required.

5. Temporary Files and Retention

Temporary files used for requests, signing, and secure sharing are retained only for the period required by the workflow and configured retention rules, then scheduled for deletion. Transaction records may be retained separately from the file itself where needed for security, dispute handling, or operational records. HOZON does not promise that copies already downloaded, exported, emailed, or shared to third-party applications can be remotely withdrawn or deleted.

6. Backups

Manual encrypted backups may be created by the user and saved to a location chosen by the user. Paid plans may later support automatic backup to a user-owned cloud account. HOZON does not control copies that users export or store in third-party services. Recovery keys should be kept securely; HOZON may be unable to restore an encrypted backup if the recovery key is lost.

7. Service Providers

HOZON may use trusted providers for authentication, hosting, temporary storage, email delivery, subscription processing, analytics limited to product operation, or AI/OCR processing where enabled. Providers are used only as necessary to deliver the service and are expected to apply appropriate security and confidentiality protections. The exact production provider list may be updated as the service evolves.

8. AI and OCR

Where AI or OCR is enabled, document data may be processed to identify document type, dates, owner suggestions, or other requested fields. HOZON should minimize the data sent, avoid repeated processing where unnecessary, and allow manual correction. AI results are suggestions and may be inaccurate.

9. Security

HOZON uses measures designed to protect user information, including local encryption, secure transport, access controls, temporary-file limits, and restricted administrative access. No system can guarantee absolute security, and users should protect their devices, accounts, recovery keys, and shared links.

10. Your Choices and Rights

- Access and update your account information.
- Export or download documents stored on your device.
- Delete documents and local profiles.
- Request deletion of your HOZON account and associated server-side account data, subject to limited records that must be retained by law or for legitimate security/dispute purposes.
- Disable optional features such as biometrics, notifications, AI processing where offered, or cloud backup where supported.

11. Children and Family Profiles

HOZON allows an account holder to organize documents for family members and other people they are authorized to manage. These profiles are not independent HOZON accounts. The account holder is responsible for having the right to store, manage, request, or share another person’s documents.

12. International Use

HOZON may be used in different countries. Data processing may involve service providers located in other jurisdictions. Before production launch, HOZON will publish any region-specific disclosures required by applicable law.

13. Changes

We may update this Privacy Policy as the service evolves. Material changes may require renewed acceptance or in-app notice where appropriate.

14. Contact

HOZON is operated by Ali Khalifa Al Ktebi. Governing jurisdiction: Abu Dhabi, United Arab Emirates. Privacy questions or deletion requests should be sent to privacy@hozon.ae. Support: support@hozon.ae. Legal notices: legal@hozon.ae.