

Mujeeb Privacy Policy

Effective Date: 01 Sep 2025

Last Updated: 10 Sep 2025

This Privacy Policy explains how Agent Souq F.Z.E (“Company”, “we”, “us”, or “our”) collects, uses, discloses, and protects your information when you use Mujeeb, our AI-powered digital assistant. By using Mujeeb, you agree to the practices described in this Privacy Policy.

1. Information We Collect

- Account Information: Name, email, phone number, business details, and login credentials.
- Payment Information: Subscription details, billing address, and payment confirmations (processed securely by third-party payment providers — we do not store credit card numbers).
- Usage Data: Log data, device/browser information, IP address, and interactions with Mujeeb.
- Customer Input Data: Text or voice inputs you or your customers provide to Mujeeb during interactions.
- Support Data: Any information you provide when contacting support.

2. How We Use Your Information

- Provide, operate, and improve Mujeeb’s services.
- Authenticate your account and process subscriptions.
- Enable interactions between your business and your customers.
- Monitor usage, ensure security, and prevent fraud.
- Respond to inquiries and provide support.
- Comply with legal obligations.

3. Sharing of Information

- We do not sell or rent personal data. We may share information only in these circumstances:
 - With Service Providers: Trusted third parties (e.g., hosting, payment processors, cloud providers) who support our operations under confidentiality agreements.
 - For Legal Reasons: If required by law, regulation, or court order.
 - Business Transfers: If our business is merged, acquired, or restructured, customer data may be transferred as part of the transaction.

4. Data Retention

- We retain personal data only as long as necessary to provide the service, comply with legal obligations, resolve disputes, and enforce agreements.
- Customer input data processed by Mujeeb may be stored temporarily for service quality and troubleshooting but is not retained indefinitely unless required by your subscription plan.

5. Data Security

- We use reasonable technical, organizational, and administrative measures to protect personal data against unauthorized access, loss, misuse, or disclosure.
- However, no system is 100% secure, and we cannot guarantee absolute security.

6. Data Location and Transfers

- Data may be stored in the UAE or securely processed in other jurisdictions.
- Where international transfers occur, we ensure compliance with applicable data protection laws.

7. Your Rights

- Depending on your jurisdiction (e.g., UAE, EU under GDPR), you may have the right to:
 - Access the personal data we hold about you.
 - Request correction of inaccurate or incomplete data.
 - Request deletion of your personal data (subject to legal retention requirements).
 - Restrict or object to processing in certain circumstances.
 - Request data portability where technically feasible.
- To exercise these rights, please contact us at privacy@agentsouq.ai.

8. Children's Privacy

- Mujeeb is not intended for children under 16. We do not knowingly collect data from minors.
- If you believe a child has provided us with personal information, please contact us for removal.

9. Changes to this Policy

- We may update this Privacy Policy from time to time.
- If material changes are made, we will notify you through our website or by email before they take effect.

10. Contact

- If you have any questions or concerns about this Privacy Policy, please contact us:
-  info@agentsouq.ai
-  Agent Souq F.Z.E, Ajman Free Zone, UAE