

# SIA Privacy Policy

**Effective Date: January 15, 2026**

**Last Updated: January 15, 2026**

## Introduction



### Cairo Office

Building B123 3rd Floor, Smart Village, Cairo/Alex  
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Tel : 002 3537 2018

[www.isvs.ai](http://www.isvs.ai) [info@isvs.ai](mailto:info@isvs.ai)

### KSA Office

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Karama, Dubai, UAE  
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Welcome to SIA (Smart Intelligent Assistant). This Privacy Policy describes how our organization ("ISYS," "we," "our," or "us") collects, uses, discloses, and protects personal data when you use the SIA platform, including its website, applications, and AI-powered services (collectively, the "Services").

We are committed to protecting your privacy and ensuring transparency about our data practices. This policy applies to all users of SIA, including employees, contractors, and authorized personnel within your organization. By accessing or using SIA, you acknowledge that you have read and understood this Privacy Policy.

## 1. Personal Data We Collect

We collect personal data to provide, improve, and secure our Services. The types of personal data we collect fall into the following categories:

### 1.1 Information You Provide Directly

Account Information includes your name, email address, job title, department, profile picture, and authentication credentials when you create or manage your SIA account. For enterprise deployments, this may also include your employee ID and organizational role.

User Content encompasses all information you provide when interacting with SIA's AI assistant, including your queries, prompts, uploaded documents, and any feedback you submit (such as thumbs up/down ratings and comments). This content helps us deliver personalized responses and improve our Services.

Communication Information refers to any correspondence you have with our support team, including email exchanges, support tickets, and feedback submitted through in-app channels.

### 1.2 Information Collected Automatically

Usage Data includes information about how you interact with SIA, such as features accessed, actions taken, session duration, and the frequency and timing of your activities within the platform.

Device and Technical Information comprises your IP address, browser type and version, operating system, device identifiers, screen resolution, and general geographic location derived from your IP address.

Log Data consists of server logs that record your requests to our Services, including timestamps, referring URLs, and system activity information necessary for security monitoring and troubleshooting. Cookies and Similar Technologies are used to maintain your session, remember your preferences, and analyze platform usage. For detailed information about our cookie practices, please refer to Section 8 of this policy.

### 1.3 Information from AI Interactions

Conversation Data includes the questions you ask SIA, the responses generated by our AI system, and metadata associated with each interaction (such as timestamps and session identifiers).

Feedback Data encompasses any ratings, comments, or corrections you provide regarding AI responses. This information is used to improve response quality and train our AI models, subject to the controls described in Section 3.



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## 2. How We Use Your Personal Data

We process your personal data for the following purposes:

### 2.1 Service Delivery and Operations

We use your data to provide, operate, and maintain SIA's core functionality. This includes authenticating your identity, processing your queries through our AI system, generating relevant responses, and delivering the features you request. Your account information enables us to personalize your experience and maintain your preferences across sessions.

### 2.2 Service Improvement and Development

We analyze usage patterns and feedback to enhance SIA's capabilities, develop new features, and improve the accuracy and relevance of AI responses. Aggregated and anonymized data may be used for research purposes to advance our AI technology. You may opt out of having your content used for AI model training as described in Section 3.

### 2.3 Communication

We use your contact information to send important service announcements, security alerts, and administrative messages. With your consent, we may also send product updates, tips for using SIA effectively, and information about new features.

### 2.4 Security and Fraud Prevention

We process technical and usage data to detect, investigate, and prevent unauthorized access, security incidents, and fraudulent or illegal activities. This includes monitoring for unusual login patterns, implementing access controls, and maintaining audit logs.

### 2.5 Legal Compliance

We may process your data as necessary to comply with applicable laws, regulations, and legal processes, including responding to lawful requests from government authorities.

## 3. AI-Specific Data Practices

SIA is powered by advanced AI technology, including integration with IBM watsonx.ai. We are committed to transparency about how AI processes your data.



### 3.1 How AI Uses Your Data

When you interact with SIA, your queries are processed by our AI system to generate relevant responses. The AI may analyze the context of your conversation, your role within the organization, and relevant enterprise knowledge to provide personalized assistance.

### 3.2 AI Training and Improvement

User interactions and feedback may be used to improve AI model performance and response quality. However, we implement the following safeguards:

- Anonymization: Before any data is used for training purposes, it is stripped of direct identifiers and aggregated to prevent individual identification.
- Opt-Out Rights: You may opt out of having your content used for AI training by adjusting your privacy settings or contacting your administrator.
- Enterprise Controls: Organizations using SIA Enterprise can configure data usage policies at the organizational level.

### 3.3 Automated Decision-Making

SIA provides AI-generated recommendations and insights to support your work, but it does not make fully automated decisions that produce legal or similarly significant effects on individuals. Users maintain control over how they use AI-generated content.



## 4. Data Sharing and Disclosure

We do not sell your personal data. We may share your information in the following circumstances:

### 4.1 Service Providers

We engage trusted third-party vendors to help us operate and improve our Services. These providers include cloud hosting services (for data storage and processing), analytics providers (for usage analysis), and AI infrastructure providers (including IBM watsonx.ai for AI capabilities). All service providers are contractually obligated to protect your data and may only process it according to our instructions.

### 4.2 Within Your Organization

For enterprise deployments, certain information may be accessible to your organization's administrators, including account status, usage statistics, and feedback submitted through the platform. Administrators may have the ability to access, modify, or delete user accounts in accordance with organizational policies.

### 4.3 Legal Requirements

We may disclose your personal data if required to do so by law or in response to valid legal processes, such as court orders, subpoenas, or government requests. We will notify you of such requests where legally permitted.

### 4.4 Business Transfers

In the event of a merger, acquisition, reorganization, or sale of assets, your personal data may be transferred to the successor entity. We will provide notice before your data becomes subject to a different privacy policy.

### 4.5 With Your Consent

We may share your information for other purposes with your explicit consent.



## 5. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes described in this policy, unless a longer retention period is required or permitted by law.

### 5.1 Retention Periods

Data Category	Retention Period	Rationale
Account Information	Duration of account plus 30 days	Required for service delivery and account recovery
Conversation History	90 days (configurable)	Enables conversation continuity and context
Feedback Data	2 years	Used for AI improvement and quality assurance
Usage Analytics	1 year (aggregated)	Supports service optimization and reporting
Security Logs	1 year	Required for security monitoring and incident response
Temporary Chat Sessions	30 days	Safety and abuse prevention purposes

### 5.2 Deletion

When data is no longer needed, we securely delete or anonymize it. You may request deletion of your personal data as described in Section 6. Note that some data may be retained in backup systems for a limited period or as required by law.



## 6. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal data. We honor these rights for all users regardless of jurisdiction.

### 6.1 Access and Portability

You have the right to request a copy of the personal data we hold about you. You may also request that we provide your data in a structured, commonly used, and machine-readable format for transfer to another service.

### 6.2 Correction

You may update or correct inaccurate personal data through your account settings or by contacting us.

### 6.3 Deletion

You may request deletion of your personal data. We will comply with your request unless we have a legal obligation to retain the data or a legitimate business need that overrides your request.

### 6.4 Restriction and Objection

You may request that we restrict processing of your personal data or object to certain processing activities, including the use of your data for AI training purposes.

### 6.5 Withdraw Consent

Where we rely on your consent to process personal data, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing conducted prior to withdrawal.

### 6.6 Exercising Your Rights

To exercise any of these rights, please contact your organization's SIA administrator or reach out to us directly using the contact information provided in Section 11. We will respond to your request within 30 days.

## 7. Data Security

We implement comprehensive technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.



## 7.1 Technical Safeguards

Our security measures include encryption of data in transit (TLS 1.3) and at rest (AES-256), secure authentication mechanisms including multi-factor authentication support, regular security assessments and penetration testing, network security controls including firewalls and intrusion detection systems, and automated vulnerability scanning and patch management.

## 7.2 Organizational Safeguards

We maintain strict access controls based on the principle of least privilege, conduct regular security training for personnel with data access, perform background checks on employees handling sensitive data, and maintain incident response procedures for potential security events.

## 7.3 Compliance

SIA is designed to support compliance with major security and privacy frameworks, including SOC 2 Type II, ISO 27001, GDPR, and industry-specific requirements. Enterprise customers may request our security documentation and compliance certifications.

# 8. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience and analyze platform usage.

## 8.1 Types of Cookies

Essential Cookies are necessary for the platform to function properly, including session management and authentication. These cannot be disabled.

Functional Cookies remember your preferences and settings to provide a personalized experience.

Analytics Cookies help us understand how users interact with SIA, enabling us to improve our Services. We use privacy-respecting analytics that do not track users across websites.

## 8.2 Managing Cookies

You can manage cookie preferences through your browser settings. Note that disabling certain cookies may affect platform functionality.

# 9. International Data Transfers

SIA may process your data in countries other than your country of residence. When we transfer personal data internationally, we implement appropriate safeguards to ensure your data remains protected, including Standard Contractual Clauses approved by relevant data protection authorities and data processing agreements with all service providers.



## 10. Children's Privacy

SIA is designed for business and enterprise use and is not intended for children under 16 years of age. We do not knowingly collect personal data from children. If we become aware that we have collected data from a child, we will take steps to delete that information promptly.

## 11. Contact Information

If you have questions about this Privacy Policy or wish to exercise your privacy rights, please contact us:

Data Protection Inquiries:

Email: [privacy@\[your-organization\].com](mailto:privacy@[your-organization].com)

For Enterprise Customers:

Contact your designated SIA administrator or account representative.

Data Protection Officer:

[If applicable, include DPO contact information]

## 12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. We will notify you of material changes by posting the updated policy on our platform and, where appropriate, sending you a notification. We encourage you to review this policy periodically.



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## 13. Additional Information for Specific Jurisdictions

### 13.1 European Economic Area, United Kingdom, and Switzerland

If you are located in the EEA, UK, or Switzerland, the following additional provisions apply:

**Legal Basis for Processing:** We process your personal data based on one or more of the following legal bases: performance of a contract (to provide our Services), legitimate interests (to improve our Services and ensure security), compliance with legal obligations, and your consent (where specifically requested).

**Data Protection Authority:** You have the right to lodge a complaint with your local data protection authority if you believe we have violated your privacy rights.

**Data Transfers:** When we transfer your data outside the EEA, we rely on Standard Contractual Clauses or other approved transfer mechanisms.

### 13.2 California Residents

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRCA), including the right to know what personal information we collect, the right to delete your personal information, the right to opt out of the sale or sharing of personal information (note: we do not sell personal information), and the right to non-discrimination for exercising your privacy rights.

This Privacy Policy was prepared in accordance with best practices for AI-powered enterprise applications, including guidance from GDPR, the EU AI Act, and industry standards for responsible AI deployment.



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