

HAME AUTOMATIONS PRIVACY POLICY

1. INTRODUCTION AND SCOPE This Privacy Policy describes how HAME TOUR & TRAVELS CORP, doing business as HAME Automations (hereinafter, "HAME Automations," "we," "us," or "our"), collects, uses, protects, and shares personal information. This policy applies to our website, software-as-a-service (SaaS) platform, and our artificial intelligence agent ("Vicky") (collectively, the "Services"). In the context of providing our Services, HAME Automations acts as a "Service Provider" or "Data Processor" for our commercial clients (the "Clients"). The end-user information collected through interactions with our Clients is the property of said Clients and is subject to their respective privacy policies.

2. INFORMATION WE COLLECT We collect information under two primary categories:

A. Client Information: When a Client registers with HAME Automations, we collect commercial and contact information, including the company name, representative's name, physical address, email address, phone number, and billing data processed through secure third-party payment gateways. **B. End-User Information (Processed on behalf of Clients):** When an end user interacts with the AI agent ("Vicky") through our Clients' channels (e.g., WhatsApp, social networks), we collect and process data strictly for the purposes of pre-qualifying leads and scheduling appointments. This is limited to: first and last name, phone number, email address, general location, and the business reason for the inquiry. Furthermore, we automatically collect communication metadata, such as timestamps and routing data (webhooks) necessary for the operation of integrations with platforms like Meta.

3. USE OF INFORMATION AND AI RESTRICTIONS We use the collected information exclusively to provide, maintain, and improve our Services, process transactions, and deliver technical support. **Strict Restriction on AI Training:** HAME Automations hereby certifies that the personal data of end users entered or collected through "Vicky" is NOT sold, rented, or utilized to train public foundational large language models (LLMs). We utilize artificial intelligence providers (such as Anthropic and Google Gemini) via commercial, restricted-use application programming interfaces (APIs) which, by contract, do not use our Clients' data to train their general-purpose models.

4. DATA SHARING AND SUBPROCESSORS HAME Automations does not sell personal information to third parties (in compliance with the definition of "sale" under applicable state laws). We solely share information with third-party service providers (Subprocessors) necessary for the technical operation of the platform, including:

- Cloud infrastructure and server hosting providers.
- Artificial Intelligence model providers (e.g., Anthropic, Google) strictly for real-time natural language processing.

- Telecommunications and messaging platforms (e.g., Meta/WhatsApp). All Subprocessors are bound by strict confidentiality and data processing obligations consistent with this policy.

5. CONSUMER PRIVACY RIGHTS AND REQUESTS Depending on their state of residence, consumers may possess legal rights regarding their personal information (including the right to access, correct, delete, and opt-out). **Important Notice for End Users:** Because HAME Automations processes end-user data solely on behalf of our Clients, any end user wishing to exercise their privacy rights must direct their request directly to the respective HAME Automations Client (the business entity with which they interacted). HAME Automations will cooperate and provide its Clients with the necessary technical tools to fulfill such legitimate requests within the timeframes mandated by law.

6. DATA RETENTION AND SECURITY (FIPA COMPLIANCE) HAME Automations implements reasonable and commercially viable technical, administrative, and physical security measures designed to protect personal information against unauthorized access, destruction, use, modification, or disclosure, in compliance with the Florida Information Protection Act (FIPA - Fla. Stat. § 501.171). We retain Client information for as long as their account remains active. End-user data is retained on our platform solely for the duration that the Client maintains their subscription, or until the Client instructs its deletion.

7. CHILDREN'S PRIVACY (COPPA) Our Services are designed for and directed exclusively toward businesses and adult consumers. HAME Automations does not knowingly collect, nor does it permit its Clients to use the platform to collect, personal information from children under the age of 13, in compliance with the Children's Online Privacy Protection Act (COPPA). In the event that we discover information from a child under 13 has been collected, we will immediately delete such data from our servers.

8. LEGAL CONTACT Any inquiries relating to this Privacy Policy or the Company's data practices should be directed to: HAME TOUR & TRAVELS CORP (DBA HAME Automations) 15290 SW 181ST TER MIAMI, FL 33187 sales@hameautomations.com