



Privacy Policy

Last Updated: May 11, 2026

Dtect Vision Ltd., ("**Dtect**", "**we**" or "**us**") presents this privacy policy, as may be amended from time to time ("**Privacy Policy**") to explain how we collect, use, disclose, protect and process the Personal Data (as defined below) of any individual ("**User**", "**you**" or "**your**") logging to the Platform and using its Services on behalf of our Customer(s) (as such terms are defined in our Terms of Service (the "**Terms**")). Terms used herein but not defined in this Privacy Policy shall have the meanings ascribed to them in the Terms.

1. Types of Personal Data We Collect and Roles of Processing

Definition. "Personal Data" means any information relating to an identified or identifiable natural person.

Personal Data We Process as Data Controller. Dtect acts as a data controller with respect to:

- Account data: full name, email address, username, and authentication credentials;
- Location and IP address;
- Usage analytics (e.g., number of logins, session duration, and general interaction with the Platform).

Personal Data We Process as Data Processor. Dtect acts as a data processor for all other Personal Data uploaded, stored, or processed via the Platform on behalf of our Customers, in accordance with applicable agreements with those Customers. The Customers are responsible for ensuring that any Personal Data provided or uploaded on the Platform is lawfully obtained and that they have the necessary authorization to do so, if required under applicable law.

2. Purposes and European Economic Area (“EEA”) Legal Basis

We process the Personal Data described in section 1 above for the following purposes:

Purposes	Examples of Processing	Legal Basis (for EEA Users only)
To authenticate and access User’s accounts	Creating and managing login credentials; secure access to the Platform	Legitimate interests of Dtect in ensuring secure access to the Platform, enabling provision of Services to the Customer, maintaining system integrity and preventing unauthorized access.
To improve Platform’s performance	Monitoring and analyzing your use of the Platform; fixing bugs	Legitimate interests of Dtect in enhancing and improving the Platform and User’s experience.

To prevent fraud and enhance security of the Platform	Preventing and mitigating the risks of fraud any illegal or prohibited activity.	Legitimate interests of Dtect in protecting the Platform from abuse, fraud, or security risks.
To defend rights	Taking action against any identified security breach; manage any dispute or litigation.	Legitimate interests of Dtect in defending its rights and interests.
To comply with legal and regulatory obligations	Performing any reporting and notifications obligations we may be subject to; processing your requests to exercise your rights; and detecting, investigating, preventing, or taking action against illegal activities, fraud, or situations involving potential threats to the rights.	Legal obligations to which we are subject, such as complying with record-keeping obligations.

3. Data Processed on Behalf of Customers

All other personal data processed via the Platform is handled strictly on behalf of the relevant Customer. The Customer determines the purposes and means of such processing as well as the EEA legal basis, and Dtect processes such Personal Data solely in accordance with the Customer's documented instructions and applicable agreements.

4. Sharing of Personal Data

We may share your Personal Data with third parties as detailed below:

- **Governmental, Administrative or Judiciary Authorities**

We may disclose or provide access to Personal Data to governmental, administrative, or judicial authorities if we are legally required to do so, such as in response to a subpoena or court order, or when we believe in good faith that disclosure is necessary to investigate or take action regarding suspected illegal activity or fraud, in compliance with applicable laws.

- **Corporate Transactions**

We may share Personal Data in connection with any proposed or actual financing, reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings).

- **Service Providers and Vendors,**

including cloud storage providers, as well as service providers and vendors for the purpose of providing, operating, supporting, securing, and maintaining our services.

- **Lawyers and Interested Parties.**

We will share Personal Data in case of the management of possible disputes and other legal matters where appropriate, including with respect to the Platform and Services provided to the Customer; to establish, protect, or exercise our legal rights.

5. International Data Transfers

Your Personal Data is primarily stored on servers located in the European Union.

We may engage third-party service providers and vendors, some of which may be located outside the European Union or may access personal data from outside the European Union.

6. Data Retention

As data controller, we retain Personal Data described in this Privacy Policy as long as the account is active and for a reasonable period afterward for compliance with legal and regulatory requirements, if we reasonably believe there is a prospect of litigation, and support purposes.

As data processor, we retain Personal Data provided on the Platform pursuant to Customer's instructions under the agreement.

7. Data Security

We endeavor to maintain appropriate technical and organizational measures compliant with industry standards to protect Personal Data. However, although we make every effort to protect the Personal Data which you provide to us or we generate, we cannot completely ensure the security of any Personal Data you transmit to us over the internet or guarantee that this Personal Data will not be accessed, disclosed, altered, or destroyed.

If you have found a vulnerability or would like to report a security incident, please contact us at Support@claim-guard.com.

8. Data Rights

You are entitled to specific rights regarding your Personal Data (subject to some exceptions) and in most cases free of charge. We may need to ask you to provide us with certain credentials to make sure that you are who you claim you are and to ask you questions to better understand the nature and scope of Personal Data that you request to access.

Please note that you can deliver your request by contacting us at Support@claim-guard.com

If you are based in the EEA, you are entitled to exercise all your rights regarding your Personal Data, including the right to access, as well as a copy of your Personal Data; rectify; restrict the processing during a limited period of time; withdraw your consent when we rely on consent as the legal basis for processing at any time; request the transfer of your Personal Data to a third party; delete your Personal Data; to the extent applicable, not to be subject to a decision based solely on automated processing; lodge a complaint with your national data protection authority.

If you have a complaint about how we use your Personal Data, we will always prefer that you contact us first. If you are unsure which data protection authority to contact, please contact us at Support@claim-guard.com

Where Dtect acts as a data processor, we will forward any of your requests to the relevant Customer acting as data controller. Dtect will not respond directly to such requests unless required by law or instructed by the Customer.

9. Who We Are and How to Contact Us

If you have any questions about this Privacy Policy or our privacy practices or wish to exercise your rights, please contact us by email at Support@claim-guard.com

10. Changes to This Privacy Policy

We may change this Privacy Policy from time to time. The updated policy will be posted on our Platform and will be effective as of the 'Effective Date' noted at the top of the policy. We encourage you to review this Policy periodically.

