

Privacy Policy

Effective as of July 22, 2026

SereniCare AI Inc. (“us,” “we,” or “our”) operates the <https://serenicare.ai/> website (the “Site”) and the services available through our Site (collectively, the “Services”).

This Privacy Policy, in conjunction with the Company’s Terms and Conditions (<https://serenicare.ai/termsandconditions>) (“Terms and Conditions”), informs you of our policies regarding the collection, use, and disclosure of Personal Information when you use our Services. Additionally, unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

By visiting the Site, or using any of our Services, you agree that your personal information will be handled as described in this Policy. Your use of our Site or Services, and any dispute over privacy, is subject to this Policy and our Terms of Service, including its applicable limitations on damages and the resolution of disputes.

The Information We Collect About You.

<https://serenicare.ai/>

This notice applies to all information collected or submitted on the Site. On some pages, you can make requests, and register to receive materials. The types of personal information collected at these pages are:

- Name
- Email Address
- Phone Number

SereniCare AI Server and Apps

SereniCare AI server does not send any information with regard to your usage to SereniCare AI Inc. SereniCare AI clients for Windows, Mac, and Linux regularly check serenicare.ai for new versions of clients. The version checking request contains a non-personally identifiable unique id, which we use for client usage statistic purpose only. This ID doesn’t contain any personal information.

Sensitive Personal Information, including **Protected Health Information (PHI)** stored within the SereniCare AI Server is not transmitted to SereniCare AI Inc.

How We Use Your Information

SereniCare AI does not sell, rent, or lease your personal data to others. Unless you give us your permission, we will not share your personal information other than as stated in this Privacy Policy.

We use the information you provide about yourself when placing an order only to complete that request for information. We do not share this information with outside parties except to the extent necessary to complete that process.

We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

You can register with our website if you would like to receive our newsletter as well as updates on our new products and services.

We use non-identifying and aggregate information to better design our website, but we do not collect anything that could be used to identify those individuals.

Finally, we never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

How We Share Your Information

SereniCare AI does not disclose personal information to any organization or person for any reason except the following:

- With affiliates that assist us in providing you with our Services, such as payment processors and cloud service providers, but we will require our affiliates to only use or disclose your information for the purposes of providing the services requested of them and in accordance with this Privacy Policy.
- If we believe that the disclosure is reasonably necessary to (a) satisfy an applicable law, regulation, legal process, or enforceable governmental request; (b) detect, prevent, or otherwise address illegal or suspected illegal activities; or (c) protect the safety, rights, or property of SereniCare AI, the public, or any person.
- We may share your personal information with other businesses in connection with the sale, assignment, merger or other transfer of all or a portion of our business to those businesses. We will require those businesses to honor the rules of this Privacy Policy.

Our app may link to external sites that are not operated by us. Please be aware that we have no control over the content and practices of these sites, and cannot accept responsibility or liability for their respective privacy policies.

How We Secure Your Information

The security of your Personal Information is important to us, and we strive to implement and maintain reasonable, commercially acceptable security procedures and practices

appropriate to the nature of the information we store in order to protect it from unauthorized access, destruction, use, modification, or disclosure.

However, please be aware that no method of transmission over the internet, or method of electronic storage, is 100% secure, and we are unable to guarantee the absolute security of the Personal Information we have collected from you.

In the unlikely event that our systems are breached, we will immediately fix any damage and add more protection to prevent it from happening again. If your personal information is compromised, we will notify you of what was compromised and any recommended actions you should take.

How to Access, Update or Delete Your Information

You may contact us to request access, updates or deletions to your Personal Information through the Privacy Center linked below. We will retain your Personal Information for as long as reasonably useful for our purposes consistent with the terms of this Privacy Policy and as necessary to comply with our legal obligations, to resolve disputes and to enforce our agreements.

Visit our feedback form to request full download or deletion of your data at any time.

SereniCare AI will take action on an individual's request for access no later than 30 calendar days from the receipt of the request. In cases where, due to unforeseen circumstances, we are unable to meet this timeframe, SereniCare AI will provide the individual, within the initial 30-day period, with a written statement explaining the reasons for the delay and the anticipated date by which we will complete the requested action.

Acceptance and Updates to this Privacy Policy

By using our website, you signify your acceptance of this Privacy Policy. If you do not agree to the terms of this Privacy Policy, please do not use our Site or Services. We may update this Privacy Policy by posting changes on this website or otherwise notify you directly. Any Privacy Policy changes will be effective for all information that we maintain, even information in existence before the change. Your use of our website following any changes to the Privacy Policy signifies your acceptance of those changes.

Contacting Us

If you have any questions or concerns about the Privacy Policy or SereniCare AI, please email us at support@serenicare.ai