PRIVACY POLICY

SMARTHIRE (a PRODUCT OF RONAV-AI)

Last Updated: 25 December 2025

1. INTRODUCTION

SmartHire ("we," "us," or "our") is committed to protecting the privacy and security of your data. This Privacy Policy outlines how we collect, use, store, and disclose information when you use our Software-as-a-Service (SaaS) platform. By using SmartHire, you consent to the data practices described in this policy. We adhere to the principles of the Personal Data Protection Act (PDPA) of Malaysia, and where applicable, the GDPR (Europe) and DPDP Act (India).

2. INFORMATION WE COLLECT

We collect only the data necessary to provide our services:

2.1 Personal Information (Account Holder):

- **Registration details:** Name, Job Title, Company Name, Email Address, and Contact Number.
- **Billing details:** Processed securely by Stripe (we do not store full credit card numbers).

2.2 Recruitment Data ("User Content"):

- **Job Descriptions (JD):** Your proprietary role requirements and hiring criteria.
- **Candidate Documents:** Curricula Vitae (CVs), Resumes, and Cover Letters uploaded for analysis.
- **Generated Reports:** Suitability scores, compliance checks, and candidate summaries.

2.3 Usage Data:

- Logs of system access, audit frequency, and feature usage.

3. HOW WE USE YOUR INFORMATION

3.1 Service Provision: To authenticate your identity, process payments, and generate the AI-driven candidate suitability evaluation you request.

3.2 Service Improvement: To analyze usage trends and improve the accuracy of our algorithms (using anonymized metadata only).

3.3 Communication: To send transactional emails (password resets, payment receipts) and service updates.

4. AI PROCESSING AND DATA PRIVACY

4.1 AI Provider: We utilize **Google's Gemini API** to process the text within your uploaded CVs and JDs.

4.2 No Training on Data: We have configured our API usage to ensure that your data is **NOT** used to train Google's public AI models. Your proprietary hiring criteria and candidate data remain private.

4.3 Ephemeral Processing: Uploaded documents are processed in memory for the duration of the analysis. We do not retain raw file copies longer than necessary to generate the report.

5. SHARING OF INFORMATION (SUBPROCESSORS)
We do not sell your data. We share data only with the following trusted infrastructure providers required to run the Service:

- **Render:** Cloud hosting and backend server infrastructure.
- **Firebase (Google):** Secure database storage for user profiles and audit history.
- **Stripe:** PCI-compliant payment processing.
- **Google Cloud AI:** Text processing and analysis.

6. DATA RETENTION AND DELETION

6.1 Retention: We retain your account information and audit history for as long as your account is active.

6.2 User Deletion: You have the right to delete individual candidate reports or your entire account at any time via the application interface.

6.3 Permanent Erasure: When you delete a report or account, the data is permanently removed from our active database.

7. SECURITY MEASURES We implement industry-standard security measures, including HTTPS/TLS encryption in transit and encryption at rest via Firebase. Strict role-based access control ensures data isolation.

8. CONTACT US If you have any questions about this Privacy Policy, please contact our Data Protection Officer at:

SmartHire Support Team Email: support@smartbids-app.com