

Privacy Policy

Last Updated: March 12, 2026

1. Introduction

TechGamut Inc. ("TechGamut," "we," "us," or "our") provides the SmartDocs contractor support and document-assistance platform. SmartDocs is a product made available directly by TechGamut and, in some cases, through distributors or business customers that sponsor access for their contractors, employees, or customers.

This Privacy Policy explains how we collect, use, disclose, retain, and delete information when you use the SmartDocs mobile app, website, and related services (collectively, the "Services").

2. Scope

This Privacy Policy applies to information collected through:

- the SmartDocs iOS app and other mobile apps;
- the SmartDocs website and hosted portals;
- support, onboarding, and account communications; and
- related integrations and backend systems used to provide the Services.

3. Information We Collect

We collect the following categories of information, depending on how you use the Services.

Account and Profile Information

We may collect:

- name;
- email address;
- phone number;
- account identifier;
- distributor or business-customer association;
- role, permissions, and account status;
- authentication provider details, such as whether you signed in with email/password, Apple Sign-In, or Google Sign-In.

Authentication and Security Information

We may collect or generate:

- password credentials for email/password login;
- authentication, refresh, and session tokens;
- password reset token metadata;
- security and access-control records needed to protect the Services.

Support and Service Content

We may collect:

- chat messages and support communications sent through the Services;
- documents, photos, screenshots, and other files you upload;
- metadata about those uploads, such as file type, size, and upload time;
- support case, session, and conversation identifiers.

Subscription and Billing Information

If applicable to your organization or distributor arrangement, we may collect:

- subscription status;
- usage counts and service allocation data;
- billing and transaction metadata;
- customer, subscription, and transaction identifiers from payment or platform providers.

SmartDocs does not store full payment card numbers. Where billing or subscription services apply, payment processing is handled by third-party payment processors.

Usage and Technical Information

We may collect:

- IP address;
- browser type;
- device and app usage information;
- access times;
- pages or screens viewed;
- service interaction metadata needed to operate, secure, and improve the Services.

4. How We Collect Information

We collect information:

- directly from you when you create an account, edit your profile, send messages, or upload files;
- automatically when you use the Services;
- from your distributor, employer, or business sponsor when they provision access for you;
- from authentication providers such as Apple or Google when you sign in using those services;
- from payment, platform, and infrastructure providers that support the Services.

5. How We Use Information

We use information to:

- create and manage accounts;
- authenticate users and protect the Services;
- provide support chat, document handling, and AI-assisted features;
- process uploaded files, images, and support requests;
- provide distributor-sponsored access and administer distributor relationships;
- process transactions, subscriptions, and service entitlements where applicable;
- communicate with you about service, security, support, and account matters;
- prevent fraud, abuse, misuse, and unauthorized access;
- monitor service usage, performance, and reliability;
- comply with legal obligations and enforce our agreements;
- improve our products, services, AI features, and support operations.

6. AI Processing and Service Providers

To provide AI-powered and hosted service features, SmartDocs may share information with service providers acting on our behalf, including providers that support:

- identity and authentication;
- cloud hosting and file storage;
- email delivery;

- payments and subscription administration;
- AI and language-model processing.

When you use AI-assisted features, content you submit through the Services, including chat messages, uploaded files, images, and support materials, may be processed by third-party providers that help us deliver AI-assisted features and hosted infrastructure.

We require service providers that process personal information on our behalf to use appropriate safeguards and to provide privacy and security protections that are consistent with applicable law and appropriate for the services they provide to us.

7. How We Share Information

We do not sell your personal information.

We may share information in the following circumstances:

With Your Distributor, Employer, or Business Sponsor

If your access is provided through a distributor, employer, or other business customer, that organization may receive information needed to administer your access, review support activity, manage operations, and evaluate service usage.

With Service Providers

We may share information with vendors and processors that provide services for us, such as hosting, storage, AI processing, authentication, analytics, payment support, communications, and customer support.

For Legal, Security, and Compliance Reasons

We may disclose information if we believe disclosure is reasonably necessary to:

- comply with law, regulation, legal process, or governmental request;
- protect the rights, property, or safety of SmartDocs, our users, distributors, business customers, or others;
- detect, investigate, or prevent fraud, abuse, security incidents, or technical issues;
- enforce our agreements and policies.

In a Business Transfer

We may share information in connection with a merger, acquisition, financing, reorganization, sale of assets, or similar corporate transaction.

8. Data Security

SmartDocs uses reasonable administrative, technical, and organizational safeguards designed to protect information from unauthorized access, disclosure, alteration, or destruction. These measures may include:

- role-based access controls;
- secure authentication practices;
- password protection and hashing;
- encryption in transit;
- access logging and monitoring;
- customer data segmentation;
- vendor and infrastructure security controls.

No system can be guaranteed to be completely secure, and we cannot guarantee absolute security.

9. Account Deletion and Your Rights

Subject to applicable law and operational limitations, you may have the right to:

- access and update certain personal information;
- request deletion of your account and associated personal information;
- opt out of marketing communications;
- contact us with privacy questions or requests.

In-App Account Deletion

If you created or use an account in the SmartDocs app, you can initiate account deletion from within the app.

When you request account deletion:

- your access to the Services is revoked and you are signed out of the app;
- your account is disabled and your direct personal identifiers, such as your email address, name, phone number, profile image, authentication reset data, and similar profile-level identifiers, are deleted or anonymized;
- SmartDocs may retain a non-identifying internal record associated with your distributor or business sponsor so historical analytics, reporting, fraud prevention, audit history, and operational integrity can continue to function without identifying you personally;

- certain de-identified or aggregated information that cannot reasonably identify you may be retained to support analytics, product improvement, service integrity, and AI feature improvement;
- limited support or business records, including support conversations or related records, may be retained in de-identified form where necessary to preserve shared distributor support records, comply with law, resolve disputes, prevent fraud, or maintain business operations.

If you need help with a deletion request, you may also contact us at the email address below.

10. Data Retention

We retain personal information for as long as reasonably necessary to provide the Services, maintain security, support business and distributor operations, comply with legal obligations, resolve disputes, and enforce agreements.

When an account is deleted, we delete or anonymize personal account information, subject to limited retention for:

- legal compliance;
- fraud prevention and security;
- financial, tax, billing, and audit obligations;
- backup and disaster recovery processes;
- preservation of de-identified shared support or business records where appropriate.

We may retain anonymized or aggregated information that cannot reasonably identify you, and that information may be used to improve our services, analytics, and AI features.

11. Support Communications and Uploaded Content

Because SmartDocs is used for support, troubleshooting, and distributor-contractor collaboration, support conversations, uploaded images, files, and related records may be visible to the distributor or business customer sponsoring access, as well as to SmartDocs personnel and service providers that support the applicable feature.

If your account is deleted, SmartDocs will remove or anonymize your personal account identifiers. Shared support records and related support content may be retained in de-identified form where necessary for distributor business records, operational continuity, fraud prevention, dispute resolution, legal compliance, or similar legitimate business purposes. Where support content metadata contains direct identifying profile information, SmartDocs will remove or anonymize that identifying metadata consistent with our deletion practices.

12. Cookies and Similar Technologies

Our website and web-based services may use cookies and similar technologies to operate the Services, maintain sessions, analyze usage, and improve performance. You can manage certain browser-based cookies through your browser settings.

13. Children's Privacy

The Services are not directed to children under 13, and we do not knowingly collect personal information from children under 13. If we learn that we have collected personal information from a child under 13, we will take reasonable steps to delete it.

14. International and Third-Party Processing

Your information may be processed by third-party service providers in jurisdictions other than where you are located, subject to appropriate contractual, legal, and operational safeguards where required.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will update the "Last Updated" date and may provide additional notice where required by law.

16. Contact Us

If you have questions about this Privacy Policy or want to submit a privacy request, contact us at:

hello@smart-docs.io