

Privacy Policy

I. General Provisions

MICO AI SOLUTIONS LTD (“MiCo”, “we”, “us”, or the “Company”) is committed to protecting the privacy of individuals (“you”, “your”, or “user”) whose personal data we process. This Privacy Policy (“Policy”) explains how we collect, use, store, and protect personal data in accordance with applicable data protection regulations, including GDPR (EU), UK Data Protection Act, and relevant local laws in MENA, CIS, and other regions (together, “Governing Law”).

This Policy applies to all users of our website, services, and forms, including demo requests, business inquiries, and other interactions.

By using our website or services, you acknowledge that you have read and understood this Policy. We may update this Policy from time to time, and updates will be published on this page.

II. Data Controller

The data controller responsible under applicable law is:

MICO AI SOLUTIONS LTD (MiCo)
sales@mico.team

III. Legal Basis for Processing Personal Data

We process personal data only when we have a valid legal basis:

- Contractual necessity: to provide requested services or demos.
- Compliance with law: for legal or regulatory obligations.
- Legitimate interests: to operate our business, improve services, or communicate about our products, provided your rights are respected.
- Consent: where you have explicitly agreed to receive marketing communications or updates. You may withdraw consent at any time.

IV. Purposes of Processing

We process your personal data to:

- Respond to demo requests and inquiries
- Provide and manage our ML-powered solutions and services
- Improve website functionality and user experience
- Manage client relationships, accounts, and support

V. Types of Personal Data Collected

We may collect:

- Identity & contact: name, email, company, job title
- Preferences & survey data: responses, feedback
- Technical data: IP, browser, device, location, platform
- Usage & marketing data: website interactions, communication preferences

Marketing communications are sent only with your consent. You may withdraw consent at any time without affecting previous processing.

We do not use your data for automated decision-making or profiling without your knowledge and consent.

VI. Your Rights

You may:

- Access, correct, or delete your data
- Object to processing or request restriction
- Receive data in a portable format and request transfer
- Withdraw consent for marketing communications at any time
- Lodge a complaint with your local data protection authority

Contact: sales@mico.team

VII. Data Retention & Security

- Personal data is kept only as long as necessary for service purposes or legal obligations.
- We implement technical and organizational measures to prevent unauthorized access, disclosure, or loss.
- Data may be anonymized for research or analytics after removal of identifiers.

VIII. Disclosure of Data

We may share data with:

- Service providers supporting IT, CRM, or communications
- Legal, regulatory, or government authorities as required
- Professional advisors (auditors, lawyers, insurers)
- Business partners if necessary to deliver services

All recipients must comply with confidentiality and legal standards.

IX. International Data Transfers

Data may be transferred outside the EU/EEA, UK, MENA, CIS, and other regions.

We implement safeguards such as Standard Contractual Clauses, approved frameworks, or transfers to countries with adequate protection.

X. Cookies

- Essential cookies: required for basic site functionality
- Analytical cookies: help improve website performance
- Functional cookies: store user preferences, language, or region

You can manage cookies via browser settings; disabling some may affect functionality.