

Bayaan.ai

Privacy Policy

Effective Date: 10 April 2026

Version: 1.0

This Privacy Policy explains how **Bayaan Hub FZCO**, trading as Bayaan.ai ("Bayaan", "we", "us" or "our"), collects, uses, stores, discloses and protects Personal Data when you use our website, applications, platform and related services (collectively, the "Service").

Bayaan is established in the United Arab Emirates at:

Bayaan Hub FZCO

Building A1, Dubai Digital Park, Dubai Silicon Oasis, Dubai, United Arab Emirates

Trade Licence No.: 68544

Licensing Authority: Dubai Integrated Economic Zones Authority (DIEZ)

Privacy contact: info@bayaan.ai

This Privacy Policy should be read together with our Terms of Service and, where applicable, our Data Processing Agreement.

1. Who is responsible for your Personal Data?

For Personal Data relating to your Bayaan account, subscription, communications and direct relationship with Bayaan, Bayaan generally acts as the Controller.

Where an organisation, such as a mosque or Islamic institution, uses Bayaan to process Personal Data of its members, employees, visitors or other individuals, the organisation may act as the Controller and Bayaan may act as the Processor on the organisation's behalf.

The respective roles depend on the nature and purpose of the processing.

2. Personal Data We Collect

Depending on how you use Bayaan, we may collect:

Account information

- name;
- email address;
- telephone number;
- password or authentication information;
- organisation name;
- job title or role;
- account preferences.

Organisation information

Where you use Bayaan on behalf of a mosque or organisation, we may collect:

- organisation name;

- organisation address;
- authorised representative details;
- billing information;
- subscription information;
- user and administrator information.

Payment and transaction information

We may collect:

- subscription plan;
- transaction ID;
- payment status;
- billing address;
- invoice information;
- limited payment information.

Payment card details may be processed directly by our third-party payment providers rather than stored by Bayaan.

Usage and technical information

We may collect:

- IP address;
- browser and device information;
- operating system;
- login information;
- timestamps;
- pages and features accessed;
- error logs;
- security and authentication information.

Customer Content

Depending on the features used, you may submit:

- text;
- documents;
- audio;
- images;
- prompts;
- questions;
- AI conversations;
- educational material;
- organisational content;
- other information submitted to the Service.

You are responsible for ensuring that you have the necessary rights and permissions to submit such information.

3. Information Submitted by Organisations

If your mosque, Islamic organisation or other institution uses Bayaan, the organisation may provide Personal Data to Bayaan.

For example, this may include information concerning:

- employees;
- volunteers;
- teachers;
- administrators;
- members;
- students;
- visitors;
- event participants.

In such circumstances, the organisation may determine the purposes and means of processing and Bayaan may process the information on its behalf.

The organisation remains responsible for determining the appropriate legal basis for submitting such information to Bayaan and for providing appropriate notices to affected individuals where required by applicable law.

4. How We Use Personal Data

We may process Personal Data for the following purposes:

1. creating and managing accounts;
2. providing the Bayaan Service;
3. processing subscriptions and payments;
4. providing customer support;
5. authenticating users;
6. maintaining security;
7. detecting fraud, abuse and unauthorised activity;
8. monitoring and improving performance;
9. maintaining and improving our products;
10. communicating with customers regarding their accounts;
11. sending service-related notifications;
12. complying with legal and regulatory obligations;
13. establishing, exercising or defending legal claims; and
14. other purposes disclosed at the time of collection or otherwise permitted by applicable law.

We will not use Personal Data for unrelated purposes without an appropriate legal basis.

5. AI Processing

Bayaan uses artificial intelligence and machine-learning technologies to provide certain features.

Depending on the Service and configuration, information submitted to Bayaan may be processed by AI infrastructure providers or other technology providers acting on Bayaan's behalf.

Bayaan will take reasonable contractual, technical and organisational measures to protect Personal Data processed through such services.

Bayaan will not knowingly use private Customer Content to train publicly available foundation models unless this is expressly disclosed and permitted under the applicable agreement.

Where an Organisation Customer has entered into a separate agreement concerning Customer Content or AI training, that agreement will take precedence to the extent applicable.

6. Legal Bases for Processing

Depending on the circumstances and applicable law, Bayaan may rely on one or more lawful bases for processing Personal Data, including:

- performance of a contract;
- compliance with a legal obligation;
- consent;
- protection of legitimate or lawful interests where permitted;
- protection of individuals or public interests where applicable; and
- other lawful grounds recognised under applicable law.

Where processing is based on consent, you may withdraw consent subject to applicable legal and contractual limitations.

7. Marketing Communications

Bayaan may send service-related communications necessary for operating your account.

Where required, marketing communications will be sent in accordance with applicable law and appropriate consent or other lawful basis.

You may unsubscribe from marketing communications at any time using the unsubscribe mechanism included in the communication.

Unsubscribing from marketing communications will not prevent Bayaan from sending essential service or account-related communications.

8. Cookies and Similar Technologies

Bayaan may use cookies, pixels, local storage and similar technologies to:

- keep users signed in;
- maintain security;
- remember preferences;
- understand usage;
- improve the Service;

- measure performance; and
- support marketing where permitted.

Where required by law, Bayaan will request consent before using non-essential cookies.

9. Service Providers and Third Parties

Bayaan may use third-party providers to operate the Service, including providers of:

- cloud hosting;
- AI infrastructure;
- payment processing;
- authentication;
- analytics;
- customer support;
- email delivery;
- security;
- monitoring;
- database infrastructure.

Such providers may process Personal Data only as necessary to provide their services to Bayaan or as otherwise permitted by applicable law.

Bayaan may also disclose Personal Data where required by law, court order, governmental authority or to protect the rights, property or security of Bayaan, our users or third parties.

10. Data Location and International Transfers

Bayaan primarily processes and stores Personal Data on servers located within the European Union.

Bayaan may use service providers located outside the European Union or the United Arab Emirates.

Where Personal Data is transferred outside of these jurisdictions, Bayaan will implement the safeguards and requirements applicable under UAE data protection law and, where relevant, other applicable data protection legislation.

Depending on the circumstances, this may include contractual safeguards, appropriate transfer mechanisms, adequacy arrangements or other legally recognised safeguards.

11. Data Security

Bayaan uses reasonable technical and organisational measures designed to protect Personal Data against:

- unauthorised access;
- accidental loss;
- destruction;
- alteration;
- disclosure;
- misuse; and

- other unlawful processing.

Security measures may include encryption, access controls, authentication mechanisms, monitoring, logging, backups and organisational controls.

No online service can guarantee absolute security.

12. Data Retention

Bayaan retains Personal Data only for as long as reasonably necessary for the purposes described in this Privacy Policy, including:

- providing the Service;
- maintaining business and transaction records;
- complying with legal obligations;
- resolving disputes;
- enforcing agreements; and
- protecting the Service.

Different categories of data may be retained for different periods.

When Personal Data is no longer required, Bayaan will delete, anonymise or otherwise securely dispose of it where appropriate.

For Organisation Customers, Customer Content will generally be handled in accordance with the applicable agreement and Data Processing Agreement.

13. Your Data Protection Rights

Subject to applicable law, you may have rights including:

- requesting access to your Personal Data;
- requesting correction of inaccurate Personal Data;
- requesting deletion where legally available;
- requesting restriction or cessation of certain processing;
- objecting to certain processing;
- withdrawing consent where processing is based on consent;
- requesting information regarding processing;
- requesting transfer or portability where applicable; and
- submitting a complaint concerning the processing of your Personal Data.

Requests may be submitted to:

info@bayaan.ai

Bayaan may need to verify your identity before responding to a request.

14. Automated Processing and AI

Bayaan may use automated processing to provide features and recommendations.

Where automated processing produces decisions that materially affect an individual and applicable law grants the individual rights relating to such processing, Bayaan will provide the applicable mechanisms required by law.

AI-generated content should not be treated as a substitute for professional, legal, medical or religious advice.

15. Children's Data

Bayaan is not intended to knowingly collect Personal Data from children without appropriate authorisation where required by applicable law.

If a parent, guardian or organisation believes that a child has provided Personal Data to Bayaan improperly, please contact us at info@bayaan.ai.

Where Bayaan processes children's information on behalf of a mosque or organisation, the organisation is responsible for ensuring that appropriate permissions and safeguards are in place.

16. Data Breaches

If Bayaan becomes aware of a Personal Data breach, we will assess the incident and take the measures required by applicable law.

Where notification to affected individuals, customers, regulators or authorities is legally required, Bayaan will provide such notification within the applicable timeframe.

17. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

The updated version will include a new effective date.

Where changes are material, we may notify users through the Service, email or another appropriate method.

18. Contact Us

For privacy-related questions or requests, contact:

Bayaan Hub FZCO

Building A1, Dubai Digital Park, Dubai Silicon Oasis
Dubai, United Arab Emirates

Privacy contact: info@bayaan.ai

— END OF PRIVACY POLICY —