

1. Regulatory Disclosures

Introduction:

As a global SaaS provider, Jazzbo Technology FZCO complies with region-specific regulations and provides transparent disclosures as required by law.

Policy Details:

- **Regional Compliance:**
 - **UAE:** Adheres to UAE Federal Decree-Law No. 45 of 2021 on Personal Data Protection.
 - **EU:** Complies with the General Data Protection Regulation (GDPR) for European customers.
 - **US:** Aligns with the California Consumer Privacy Act (CCPA) and other state-specific privacy laws.
- **Financial Disclosures:**
 - Disclose VAT/GST practices in applicable regions.
 - Ensure clarity in pricing and invoicing, including tax information.
- **Content Moderation Disclosures:**
 - Publish details about how content is monitored and flagged for compliance with local laws.

2. Third-Party Integrations and API Use Policy

Introduction:

Jazzbo Technology FZCO provides APIs and integrations with third-party platforms to enhance the functionality of our services while ensuring responsible usage.

Policy Details:

- **Permitted Uses:**
 - APIs may be used for authorized integrations only, such as automating workflows or building custom applications.
 - Customers must adhere to rate limits and usage restrictions outlined in the API documentation.
- **Prohibited Uses:**
 - Unauthorized access, data scraping, or misuse of API endpoints.
 - Interfacing with third-party tools that violate intellectual property rights or applicable laws.
- **Liability Disclaimer:**
 - Jazzbo Technology FZCO is not responsible for the performance or security of third-party services integrated with our platform.

Customer Responsibilities:

- Secure API keys and notify us immediately of any suspected misuse.

3. Payment and Billing Information Policy

Introduction:

Jazzbo Technology FZCO ensures transparency and security in payment processing for customers in over 200 countries.

Policy Details:

- **Accepted Payment Methods:**
 - Credit/debit cards, bank transfers, and region-specific payment methods (e.g., Apple Pay, PayPal).
 - Support for multi-currency billing to accommodate international customers.
- **Billing Terms:**
 - Subscriptions are billed on a [monthly/annual] basis.
 - Payments are due at the start of each billing cycle.
- **Taxes and Fees:**
 - VAT/GST applied where required by law.
 - Customers are responsible for any additional charges imposed by their financial institutions.
- **Refund Policy:**
 - Pro-rata refunds are offered for mid-term cancellations only in exceptional cases.

Customer Responsibilities:

- Ensure accurate billing information is provided and kept up to date.

4. Cross-Border Data Transfer Policy

Introduction:

Jazzbo Technology FZCO ensures the secure transfer of data across borders while adhering to relevant international data protection laws.

Policy Details:

- **Regions of Operation:**
 - Data stored in servers located in the UAE, Asia, and the USA, depending on customer preferences and regional laws.
- **Legal Basis for Transfers:**
 - Transfers to regions without adequate privacy laws are protected by EU Standard Contractual Clauses (SCCs), US Privacy Shield frameworks (where applicable), or UAE-approved mechanisms.
- **Encryption and Security:**
 - Data is encrypted during transit and storage to prevent unauthorized access.
 - Regular audits of data transfer protocols to ensure compliance.

Customer Rights:

- Customers can request information about where their data is stored and how it is transferred.

5. Tax Compliance Policy

Introduction:

Jazzbo Technology FZCO complies with global tax laws to ensure proper collection and reporting of VAT, GST, and other applicable taxes.

Policy Details:

- **VAT/GST Collection:**
 - VAT is collected and remitted in jurisdictions where it is required (e.g., UAE, EU).
 - Invoices include detailed breakdowns of taxes applied.
- **Tax-Exempt Customers:**
 - Customers who qualify for tax exemptions must provide valid documentation.
- **International Tax Compliance:**
 - Align with local tax laws for each market, including withholding taxes where applicable.

Customer Responsibilities:

- Ensure tax-related documentation is accurate and up to date.

6. Localization and Language Policy

Introduction:

Jazzbo Technology FZCO recognizes the importance of localization and provides services in multiple languages to accommodate global customers.

Policy Details:

- **Supported Languages:**
 - The platform is available in English.
 - Customer support is offered in English, Arabic, and other key regional languages.
- **Localized Content:**
 - Terms, policies, and help documentation are translated and adapted to comply with regional laws.
- **Customization:**
 - Pricing, invoicing, and notifications are adjusted to reflect regional currencies, time zones, and cultural nuances.

Customer Expectations:

- Notify us if additional localization support is needed for specific regions.

7. Global Support and Customer Service Policy

Introduction:

Jazzbo Technology FZCO provides round-the-clock global support to ensure a seamless experience for customers across time zones.

Policy Details:

- **Support Channels:**
 - Email, live chat, and phone support available 24/7.
 - Regional support centers for faster resolution in key markets.
- **Priority Support:**
 - Enterprise clients receive dedicated account managers and expedited responses.
- **Service Standards:**
 - Response times: 24 for standard tickets, 6 for urgent issues.

Customer Responsibilities:

- Provide complete information when reporting issues to ensure timely resolution.