

# ORAYO.AI

*AI-Native Operations Platform for the Places People Stay*

[orayoi.com](https://orayoi.com)

A Neurosync AI Technologies Product

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## PRIVACY POLICY

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*Effective Date: May 20, 2026 — Version 1.0*

### 1. Introduction

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Orayo.ai is an AI-native operations platform for residential and hospitality properties, developed and operated by Neurosync AI Technologies ("Neurosync", "we", "our", or "us"). The platform serves housing societies, hotels and resorts, guest houses and B&Bs, homestays, hostels, and commercial spaces, accessible at [orayoi.com](https://orayoi.com) and through associated mobile and web applications.

This Privacy Policy describes how we collect, use, store, share, and protect personal information when you interact with the Orayo.ai platform in any capacity — as a resident, guest, property administrator, management committee member, staff member, domestic help, visitor, service partner, or any other user. By accessing or using the platform, you consent to the practices described herein.

Orayo.ai is built on a privacy-first foundation. All user interactions are encrypted, all access is controlled, and all actions are logged. Our enterprise-grade security infrastructure is designed to keep your community's data private, confidential, and fully protected at all times.

### 2. Data Controller

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The data controller responsible for personal data processed through the Orayo.ai platform is:

- Company: Neurosync AI Technologies
- Product: Orayo.ai
- Website: [orayoi.com](https://orayoi.com)
- Contact: [contact@orayoi.com](mailto:contact@orayoi.com)

### 3. Scope of This Policy

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This Privacy Policy applies to personal data collected through the Orayo.ai platform across all property verticals it serves, including:

- Housing Societies — resident communities, RWAs, and gated developments
- Hotels & Resorts — full-service hospitality properties
- Guest Houses & B&Bs — small and mid-scale accommodation providers
- Homestays — owner-operated short-stay residences
- Hostels — shared dormitory and budget accommodation
- Commercial Spaces — managed office parks and mixed-use complexes

The policy also applies to property operators, management committees, administrators, and service partners using the Orayo.ai platform or dashboard.

## 4. Information We Collect

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### 4.1 Information You Provide Directly

- Identity and contact details: full name, unit or room number, email address, and phone number
- Account credentials: username and password for platform access
- Resident or guest profile: photograph, preferred language, and emergency contact information
- Government-issued identification: provided during onboarding, visitor verification, or domestic help enrolment
- Visitor information: guest names, contact numbers, identification details, and purpose of visit
- Complaints and service requests: text or voice submissions describing maintenance, repair, or operational issues
- Payment and billing data: maintenance dues, invoice references, and payment status records
- Community participation: poll responses, survey answers, feedback submissions, and event registrations
- Partner information: business details, promotion content, and campaign performance data submitted by service partners

### 4.2 Information Collected Automatically

- Device and technical data: IP address, device type, operating system, browser, and app version
- Usage and session data: login timestamps, features accessed, session duration, and navigation patterns
- Entry and exit logs: gate access records, visitor pass scans, and security checkpoint data
- Amenity and parking data: booking records, facility usage timestamps, and slot assignment history

- Notification interactions: delivery status, open rates, and response actions for push notifications and mass alerts
- AI interaction logs: voice recordings and text inputs submitted through the Orayo.ai Assistant, retained for service delivery and model improvement

### 4.3 AI-Processed Data

The Orayo.ai Assistant processes natural language inputs (voice and text) to autonomously classify requests, route them to the right team, answer policy queries using your property's own bylaws and FAQs (via Retrieval-Augmented Generation), and generate operational insights. AI-derived classifications and routing decisions are stored alongside original inputs to support continuity, audit trails, and service quality improvement.

## 5. How We Use Your Information

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We process personal data for the following purposes:

- Delivering core platform services: complaint routing, visitor management, amenity booking, emergency alerts, notices, polls, billing, and staff directory
- Operating the Orayo.ai AI Assistant for autonomous request classification, multilingual query handling, and policy Q&A
- Managing visitor and domestic help access control through passcode authentication and verified directories
- Sending push notifications, mass alerts, emergency notifications, and community communications
- Generating and delivering maintenance invoices, payment receipts, and billing summaries
- Providing administrators with real-time dashboards, SLA compliance reports, staff performance analytics, and audit-ready logs
- Enabling service partners to run targeted, community-specific promotions with performance tracking
- Improving AI model accuracy, multilingual support coverage, and overall platform performance
- Verifying identities for secure onboarding, access control, and fraud prevention
- Complying with applicable legal obligations, responding to lawful government requests, and enforcing our Terms of Service

## 6. Data Sharing and Disclosure

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### 6.1 Within Your Property

Authorized administrators, management committee members, and staff have role-based access to resident, guest, visitor, and operational data strictly as required to manage property operations. Role-based access controls (RBAC) ensure that each user sees only the data relevant to their function.

## 6.2 Technology and Infrastructure Partners

We engage trusted third-party providers for cloud hosting, push notification delivery, secure payment processing, and customer support tooling. All partners are bound by data processing agreements and may use your data solely to provide services on our behalf.

## 6.3 Service Partners and Promotions

Service partners running community-targeted promotions through the Orayo.ai Promotions module receive anonymized or aggregated engagement data (impressions and clicks). No personally identifiable information is shared with service partners without your explicit consent.

## 6.4 White-Label Properties

Properties operating under co-white-label or full white-label arrangements remain subject to this Privacy Policy. Resident and guest data processed under white-label configurations is handled by Neurosync AI Technologies as the underlying data processor.

## 6.5 Legal and Regulatory Disclosure

We may disclose personal data when required by law, court order, or government authority, or when necessary to protect the rights, safety, and property of Neurosync AI Technologies, its users, and the public.

# 7. Data Security

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Orayo.ai is built with enterprise-grade security infrastructure. Our security measures include:

- **Data Encryption:** all data in transit is protected by TLS/SSL; data at rest is encrypted using AES-256
- **Two-Factor Authentication (2FA):** enforced for administrator and staff accounts
- **Access Control:** role-based access controls ensure users access only the data relevant to their role
- **Regular Security Audits:** independent audits and penetration tests are conducted on a scheduled basis
- **Secure SDLC Practices:** security is embedded throughout the software development lifecycle
- **Backup & Disaster Recovery:** automated backups with geographically redundant failover
- **Firewall & Intrusion Detection:** network-level protection with real-time intrusion detection systems
- **User Activity Logging:** comprehensive audit logs of all platform actions for accountability
- **Secure API Authentication:** all API access is authenticated via secure token-based mechanisms

No system can guarantee absolute security. We encourage all users to use strong, unique passwords and to report suspected security incidents to [contact@orayoai.com](mailto:contact@orayoai.com) immediately.

## 8. Data Retention

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We retain personal data only as long as necessary for the purpose it was collected and to comply with legal obligations:

- Active account data (residents, guests, staff): retained for the duration of the account plus 3 years following closure
- Visitor and gate access logs: minimum 12 months
- Service request and complaint records: 2 years after resolution
- Billing and financial records: 7 years in accordance with applicable tax and accounting regulations
- AI Assistant interaction logs (voice and text): 90 days, unless extended for dispute resolution
- Anonymized and aggregated analytics: may be retained indefinitely for platform improvement

## 9. Your Privacy Rights

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Subject to applicable law, you have the following rights:

- **Access:** request a copy of the personal data we hold about you
- **Rectification:** request correction of inaccurate or incomplete data
- **Erasure:** request deletion of your personal data, subject to legal and contractual constraints
- **Portability:** receive your data in a structured, machine-readable format
- **Objection:** object to processing for direct marketing or other specific purposes
- **Restriction:** request that we limit how we use your data in certain circumstances
- **Withdraw Consent:** withdraw consent for processing based on consent, at any time

To exercise any of these rights, contact@orayoi.com. We will respond within 30 days. Requests may be subject to identity verification.

## 10. Artificial Intelligence and Automated Processing

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The Orayo.ai Assistant uses natural language processing to understand, classify, and act on voice and text inputs without requiring human intervention for routine requests. AI processing is designed to reduce response times by up to 90% and to operate 24x7 in multiple languages.

Orayo.ai does not use automated processing to make decisions that carry legal or similarly significant effects without human oversight. You have the right to request human review of any AI-driven decision that materially affects you. AI outputs should not be treated as substitutes for professional, legal, medical, or safety judgment.

## 11. Cookies and Tracking Technologies

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Our web platform uses cookies and similar technologies to maintain session security, remember user preferences, and analyze usage patterns. You may configure your browser to reject cookies; however, some platform features may be unavailable as a result. We do not use cookies for behavioral advertising without your explicit consent.

## 12. Children's Privacy

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The Orayo.ai platform is intended for users aged 18 and above. We do not knowingly collect personal data from children under 18 without verifiable parental or guardian consent. Minor dependents registered as part of a family account are handled with restricted access and additional protections.

## 13. International Data Transfers

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Your data is processed and stored on secure cloud infrastructure. Where data is transferred outside India, Neurosync AI Technologies ensures appropriate safeguards are in place, consistent with the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023 (DPDP Act). For more details on our DPDP compliance, please visit [orayoai.com/dpdp](https://orayoai.com/dpdp).

## 14. Updates to This Policy

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We may update this Privacy Policy to reflect changes in our practices, platform capabilities, or applicable law. Material changes will be communicated via in-app notifications or email at least 14 days before taking effect. Continued use of the platform after the effective date constitutes acceptance of the updated policy.

## 15. Contact and Grievance Officer

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For privacy-related questions, requests, or grievances under applicable Indian law:

- Privacy Officer — [contact@orayoai.com](mailto:contact@orayoai.com)
- Legal & Compliance — [contact@orayoai.com](mailto:contact@orayoai.com)
- Security Incidents — [contact@orayoai.com](mailto:contact@orayoai.com)
- Website — [orayoai.com](https://orayoai.com)
- DPDP Information — [orayoai.com/dpdp](https://orayoai.com/dpdp)
- Company — Neurosync AI Technologies

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