Privacy Policy

Effective date: 23 September 2026

PT Cipta Inteligensi Digital · https://genvizo.com/

This Privacy Policy explains how PT Cipta Inteligensi Digital collects, uses, shares, stores, and protects personal data when you use GenVizo. It also explains the rights available to you under Indonesian personal data protection law.

1 Who Controls Your Personal Data

PT Cipta Inteligensi Digital, at Jl. Lapangan Bola No.5D, RT.7/RW.1, Kb. Jeruk, Kec. Kb. Jeruk, Kota Jakarta Barat, Daerah Khusus Ibukota Jakarta 11530, Indonesia, is the Personal Data Controller for the processing described in this Policy. You may contact us at ciptainteligensidigital@gmail.com or +62 815 8421 2919.

2 Scope and Age Requirement

This Policy covers the website, account, Point purchases, generation features, customer support, and related communications. The service is for adults aged 18 or older. We do not knowingly permit a person under 18 to create an account. If you believe a minor has provided data, contact us so we can investigate and delete it where appropriate.

3 Personal Data We Process

- Account and identity data, such as name, email address, login details, age confirmation, and profile information.
- User content, including prompts, uploaded text or images, settings, feedback, and generated text and images. Prompts and generated content are stored in your account.
- Transaction data, such as Point quantity, amount, currency, date, payment status, provider transaction reference, refunds, and fraud signals. We do not intend to receive or store complete payment card details.
- Support and communications data, including requests, complaints, refund records, and messages sent to us.
- Technical and usage data, such as IP address, device and browser details, identifiers, login events, security logs, pages visited, referral source, and interactions with the platform.
- Cookie and consent data described in the Cookie Notice.
- Information required by law, regulatory authorities, dispute processes, or fraud and security investigations.

Do not upload personal data about another person unless you have a lawful basis, any required consent, and authority to provide it. Avoid uploading sensitive personal data unless it is necessary for a lawful purpose and appropriate safeguards are in place.

4 How We Use Personal Data

- create and administer accounts and authenticate users;
- process payments, credit Points, display balances, and issue refunds;
- send prompts and uploaded material to the systems needed to produce requested text or images;
- store prompts and generated content in account history and make them available to the user;
- operate, maintain, troubleshoot, secure, and improve the platform;
- detect fraud, abuse, prohibited content, account compromise, and technical incidents;
- provide customer support and respond to complaints and rights requests;
- keep accounting, tax, audit, dispute, and compliance records;
- send service messages and, only where legally permitted, marketing communications; and
- comply with lawful requests and enforce our policies and legal rights.

5 Legal Grounds

We process personal data on one or more grounds recognized by Indonesian law: your explicit consent; performance of an agreement or steps you request before an agreement; compliance with a legal obligation; protection of vital interests; performance of a public-interest task where applicable; or another legitimate interest balanced against your rights. Where consent is the ground, you may withdraw it without affecting earlier lawful processing.

6 Artificial Intelligence Processing

To provide the requested service, prompts and uploaded material are transmitted to contracted artificial intelligence, cloud, and infrastructure providers acting under their agreements with us. Automated systems may also help filter prohibited content, detect abuse, or protect accounts. We do not use a solely automated decision to produce a legal or similarly significant effect on you unless permitted by law and accompanied by required safeguards.

7 When We Share Personal Data

We may share only the data reasonably necessary with the following recipient categories:

- payment service providers and banks that authorize payments, prevent fraud, and process refunds;
- artificial intelligence and content-processing providers that generate requested results or moderate prohibited content;

- hosting, storage, network, security, authentication, analytics, communication, and customer support providers;
- professional advisers, auditors, insurers, and corporate transaction counterparties subject to confidentiality duties; and
- courts, regulators, law enforcement, tax authorities, or other persons when disclosure is legally required or necessary to protect rights and safety.

We do not sell personal data. Service providers may process personal data only for documented purposes and under contractual, confidentiality, security, and deletion obligations appropriate to their role.

8 Processing Outside Indonesia

Some providers or systems may process personal data outside Indonesia. Before a cross-border transfer, we will apply the mechanism required by Indonesian law, including assessing whether the destination provides an equal or higher level of protection, using adequate and binding safeguards, or obtaining consent where that is the lawful mechanism.

9 Retention

We retain personal data only for the stated purpose, legal obligations, security, disputes, and enforcement. The periods below are the normal limits. We may keep a specific record longer where law, an investigation, a legal hold, or an unresolved claim requires it, and will delete or anonymize it when that reason ends.

Data category	Normal retention period
Account and profile data	While the account is open, then normally deleted or anonymized within 30 days after closure, subject to the exceptions below.
Prompts and generated text or images	Stored in the account while it remains open or until deleted through an available control; removed from active systems after account deletion and from routine backups within 90 days, unless a legal or security exception applies.
Point purchase payment refund tax and accounting records	Up to 10 years after the relevant transaction or the longer period required by Indonesian law.
Customer support complaints and disputes	Up to 5 years after the matter closes, or longer while a legal claim remains possible or pending.
Security access and fraud prevention logs	Normally up to 2 years, unless an incident or legal duty requires longer retention.
Cookie and consent records	For the period shown in the Cookie Notice and as needed to demonstrate consent or withdrawal.

10 Security

We use reasonable organizational and technical measures appropriate to the risk, including access control, authentication, logging, provider oversight, transmission safeguards, and incident response. No system is perfectly secure. You are responsible for using a strong password and protecting your account credentials.

11 Your Rights

Subject to Indonesian law and any permitted exception, you may have the right to:

- receive clear information about the identity, purpose, legal basis, and accountability of the processing;
- access and obtain a copy of your personal data;
- correct, complete, or update inaccurate personal data;
- withdraw consent, end processing, restrict processing, or request deletion or destruction;
- object to a solely automated decision with a legal or significant effect;
- obtain or transfer personal data in a commonly used format where the legal conditions apply;
- complain to the competent authority and claim compensation where Indonesian law permits; and
- exercise other rights provided by applicable personal data protection law.

Send a request to ciptainteligensidigital@gmail.com. We may verify your identity and ask for information needed to locate the data. We will respond and take the required action within the time set by Indonesian law. Where the law sets a period of 3 x 24 hours for a particular access, correction, withdrawal, restriction, deletion, or other action, we will comply with that period subject to lawful exceptions.

12 Personal Data Breaches

If a personal data protection failure occurs, we will investigate and take reasonable containment and remediation steps. Where notification is required, we will notify affected individuals and the competent authority in writing within 3 x 24 hours after becoming aware of the failure, including the information required by Indonesian law.

13 Cookies

We use cookies and similar technologies as described in the Cookie Notice. Necessary cookies support security and core functions. Non-essential functional or analytics cookies are used only after the consent required by law, and consent can be withdrawn.

14 Changes to This Policy

We may update this Policy when processing, providers, technology, or law changes. We will publish the new effective date and provide reasonable notice of a material change. We will seek new consent where Indonesian law requires it.

15 Contact Us

Questions, complaints, refund requests, or privacy requests may be sent to PT Cipta Inteligensi Digital, Jl. Lapangan Bola No.5D, RT.7/RW.1, Kb. Jeruk, Kec. Kb. Jeruk, Kota Jakarta Barat, Daerah Khusus Ibukota Jakarta 11530, Indonesia. Email: ciptainteligensidigital@gmail.com. Sales email: ciptainteligensidigital@gmail.com. Telephone: +62 815 8421 2919.
