

# VendSolution Privacy Policy

Effective Date: Feb 1, 2026

Company: VendSolution

## 1. Overview

VendSolution (“we”, “our”, “us”) provides SaaS platforms, IoT device management, and AI-powered services for unattended retail. This Privacy Policy explains how we collect, use, and protect personal data globally.

## 2. Scope

This policy applies to all users, including platform users, device operators, partners, and visitors to [www.vendsolution.com](http://www.vendsolution.com).

## 3. Information We Collect

We collect account information (name, email, phone), device and usage data (IP, logs), transaction data, AI/camera data, and third-party data.

## 4. Legal Basis (GDPR)

We process data based on contract performance, legitimate interests, consent, and legal obligations.

## 5. How We Use Data

To provide services, manage devices, process transactions, generate analytics, improve AI models, and ensure security.

## 6. AI and Automated Processing

We use AI technologies for product recognition, analytics, and automation. These processes improve operational efficiency and service quality.

## 7. Data Sharing

We do not sell personal data. We may share with service providers, partners, affiliates, and authorities when required.

## **8. International Transfers**

Data may be processed globally. We implement safeguards such as standard contractual clauses.

## **9. Data Security**

We apply encryption, access control, monitoring, and audits to protect data.

## **10. Data Retention**

Data is retained only as necessary for service delivery, compliance, and dispute resolution.

## **11. Your Rights**

You may access, correct, delete, or restrict your data. Contact: [support@vendsolution.com](mailto:support@vendsolution.com)

## **12. Location and Map Services**

We may collect location data and use third-party map services for visualization and analytics.

## **13. Camera and QR Code**

Camera is used for AI detection and QR scanning only when actively enabled by the user.

## **14. Video Player**

We may collect playback data to improve streaming performance and user experience.

## **15. Cookies**

We use cookies for analytics and personalization. Users can control cookies via browser settings.

## **16. Third-Party Services**

Third-party providers may process data under their own privacy policies.

## **17. Updates**

We may update this policy. Continued use indicates acceptance.

## **18. Contact**

Email: [support@vendsolution.com](mailto:support@vendsolution.com)

Website: [www.vendsolution.com](http://www.vendsolution.com)