

KinetiX Privacy Policy

Oct 14, 2026 · @One

1. Introduction

KinetiX ("we", "us", "our") provides an enterprise resource planning (ERP) system that helps businesses manage their people, operations and finances. This policy explains what personal and business data we collect through the KinetiX app and related services, why we collect it, and the choices you have.

By creating an account or using KinetiX, you agree to the practices described here. If you do not agree, please do not use the service.

Effective date: 14 October 2026.

2. Information we collect

We collect only the information needed to run the service. It falls into four groups.

Account and identity information

- Full name
- Email address and phone number
- CNIC (national identity card number), where required to verify your identity or meet legal obligations
- Password, stored in hashed form and never in plain text

Security information

- Login activity, IP address and device details
- Security events such as failed sign-in attempts and password resets

Financial and business information

- Invoices, payments, ledgers, payroll, expenses, tax records and similar financial data that you or your organisation enter into KinetiX
- Bank or payment details you provide so we can process transactions or subscription fees

Usage and technical information

- Features used, pages viewed, timestamps, app version, operating system and crash logs

We collect this information directly from you, from your organisation's administrator who adds you as a user, and automatically through your use of the service.

3. How we use your information

We use your information to:

- Create and manage your account and verify your identity
- Provide, maintain and improve the ERP features you use
- Process financial transactions and generate the reports your organisation requests
- Protect accounts, detect fraud and prevent unauthorised access
- Send service messages such as verification codes, security alerts and support replies
- Meet legal, tax and regulatory obligations
- Analyse usage in aggregate to fix bugs and improve performance

We do not use your financial or business records for advertising, and we do not sell your personal data.

4. How we share information

We do not sell your personal information. We share it only in these cases:

- **Within your organisation:** administrators and users in your company can see data according to the roles and permissions your organisation sets.
- **Service providers:** trusted vendors who help us run KinetiX, such as cloud hosting, payment processing, email and SMS delivery, and error monitoring. They may use your data only to provide their service to us and must protect it.
- **Legal and safety reasons:** where required by law, court order or a valid request from a public authority, or to protect the rights, safety and security of our users or the service.
- **Business transfers:** if KinetiX is involved in a merger, acquisition or sale of assets, your data may be transferred, and we will tell you before it becomes subject to a different privacy policy.
- **With your consent:** in any other case, only after you agree.

5. Data security

Because KinetiX holds financial and identity data, we protect it with layered safeguards:

- Encryption of data in transit (TLS) and at rest
- Passwords stored using salted, one-way hashing

- Role-based access controls so people see only what their role allows
- Restricted internal access to production data, with logging of administrative actions
- Regular backups and monitoring for suspicious activity

No system is completely secure. Please use a strong, unique password, do not share your login, and tell us immediately at the contact address below if you suspect unauthorised access. If a breach affects your personal data, we will notify you and the relevant authorities as required by applicable law.

6. Data retention and deletion

We keep your information while your account is active and as long as needed to provide the service. When an account is closed, we delete or anonymise personal data within 90 days, except where we must keep it longer, for example financial and tax records that the law requires us to retain for a fixed period. Backups are overwritten on a regular cycle.

To close your account and request deletion, email me@moazen.com from the address registered on your account.

7. Your rights and choices

Subject to applicable law, you may ask us to:

- Give you a copy of the personal data we hold about you
- Correct data that is inaccurate or incomplete
- Delete your personal data
- Restrict or object to certain uses of your data
- Withdraw consent you have given, without affecting earlier processing

To make a request, contact us using the details in section 9. We may need to verify your identity first, and we will respond within a reasonable time, normally within 30 days. If your data was entered by your employer or organisation, we may direct your request to them, because they decide how that data is used.

8. Children, international transfers, cookies and changes

Children. KinetiX is a business tool intended for adults. We do not knowingly collect personal data from anyone under 18. If you believe a child has given us data, contact us and we will delete it.

International transfers. Our service providers may store or process data in countries other than your own. Where that happens, we take reasonable steps to make sure your data stays protected.

Cookies. If you use our web version, we use essential cookies to keep you signed in and secure your session, and basic analytics cookies to understand usage. You can block cookies in your browser, but parts of the service may stop working.

Changes to this policy. We may update this policy from time to time. We will post the new version with a new effective date and, for significant changes, notify you by email or in the app.

9. Contact us

For questions about this policy or to exercise your rights, contact KinetiX:

- Email: me@moazen.com
- Phone: 03034210007