

**Effective Date: November 27, 2025**

Ingenious Dynamics LLC-FZCO ("we," "us," or "our"), located at Premises No. 42712-001, IFZA Business Park, DDP, Dubai Silicon Oasis, United Arab Emirates (TRN: 104258416700003), operates BlueTickets, a multi-tenant SaaS helpdesk and ticketing system. This Privacy Policy explains how we collect, use, disclose, and protect your personal data in compliance with the General Data Protection Regulation (GDPR) for EU data subjects, UAE Federal Decree-Law No. 45/2021, and applicable U.S. laws like the California Consumer Privacy Act (CCPA). For questions, contact us at [hello@ingeniousdynamics.com](mailto:hello@ingeniousdynamics.com).

**1. Data We Collect**

- **Account Data:** Email, display name, hashed password, preferred language, verification status, timestamps.
- **Organization Data:** Name, slug, locale, custom domain, DNS records.
- **Ticket and Related Data:** ID, title, body, requester email/name, source, priority, status, assignments, timestamps, comments (including internal), attachments (URLs, filenames, sizes, MIME types), status changes.
- **Membership/Invitation Data:** User/organization IDs, roles, notification preferences, tokens, timestamps.
- **API Keys:** Hashed keys, names, organization IDs, usage timestamps.
- **Email Configurations:** Support/inbound emails, verification status, DNS data.
- **Payment Data:** Processed via Stripe (not stored by us); includes billing details for subscriptions.
- **Usage Data:** Derived analytics on ticket metrics (no third-party tracking).

We collect this via your interactions, API, or email forwarding. Requester data may include non-users' information.

**2. How We Use Your Data** We process data to provide the service (e.g., ticket management, notifications), based on:

- Contract performance (GDPR Art. 6(1)(b)): Delivering BlueTickets features.
- Legitimate interests (GDPR Art. 6(1)(f)): Security, fraud prevention, improvements.
- Consent (GDPR Art. 6(1)(a)): For optional features like marketing (if added).

### 3. Data Sharing

- **Third Parties:** Keycloak (self-hosted authentication), Resend/Forward Email (emails), PostgreSQL/S3 (storage), Railway/AWS (hosting), Stripe (payments—see <https://stripe.com/privacy>).
- **No Sales:** We do not sell data.
- **Transfers:** Data may transfer to UAE/US; we use SCCs for EU data to ensure adequacy.

**4. Data Retention** Data is retained while active; deleted accounts/tickets held 30 days then erased, unless legally required longer.

### 5. Your Rights

- Access, rectify, erase, restrict, object, or port data (email requests to [hello@ingeniousdynamics.com](mailto:hello@ingeniousdynamics.com)).
- CCPA: California residents have similar rights; we do not sell data.
- Withdraw consent or complain to supervisory authorities (e.g., UAE Commissioner of Data Protection).

**6. Security** We use hashing, encryption, access controls, and monitoring. Breaches are notified as required (e.g., 72 hours under GDPR).

**7. Cookies** Essential cookies (e.g., session, locale) for functionality; no tracking.

**8. Children's Privacy** Not for children under 13; we do not knowingly collect their data.

**9. Changes** We notify via email; continued use accepts changes.

### User Agreement (Terms of Service) for BlueTickets

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This User Agreement governs your use of BlueTickets by Ingenious Dynamics LLC-FZCO. By accessing the service, you agree to these terms. Contact: [hello@ingeniousdynamics.com](mailto:hello@ingeniousdynamics.com).

**1. Service Description** BlueTickets is a SaaS ticketing system for teams, with features like multi-channel support, API, analytics. 30-day free trial; then subscriptions via Stripe.

### 2. Accounts and Subscriptions

- Register with valid email/password.

- Subscriptions: Monthly/yearly recurring via Stripe; auto-renews until canceled. No refunds; access continues to period end.
- You authorize charges; cancel anytime via account settings.

### **3. Acceptable Use**

- Use for lawful purposes only; no spam, harassment, illegal activities, or security breaches.
- Secure your credentials/API keys; you're responsible for content.

**4. Intellectual Property** We own the service; you grant us a license to your content for operations.

### **5. Termination**

- You may cancel/delete account.
- We may suspend for violations; data held 30 days post-termination.

### **6. Disclaimers and Liability**

- Service "as is"; no warranties.
- Liability limited to fees paid in last 12 months; no indirect damages.
- You indemnify us for your misuse.

**7. Governing Law** UAE law; disputes resolved in UAE courts (arbitration option).

**8. Changes** Notified via email; effective 30 days later.