**Community Guidelines**, **Vendor Agreement**, **Mexico-Specific LFPDPPP Addendum**, **Accessibility Policy**, **Dispute Resolution Policy**, **Intellectual Property Policy**, **Marketing and Communications Policy**, **User Feedback and Complaints Policy**, and **Data Breach Notification Policy**) into a unified. This policy will streamline the legal framework while maintaining clarity, legal compliance, and user-friendliness, tailored to YankiAi’s role as a platform connecting users with third-party personal assistants, primarily in Mexico, with a focus on serving the Jewish Orthodox community and other users.

The consolidated policy will:

* Use the correct branding: **YankiAi** (operated by Nelat LLC, California, USA).
* Cover all critical aspects: user rights, privacy, payments, task submissions, third-party services, religious compliance, security, and dispute resolution.
* Ensure compliance with major laws: GDPR (EU), CCPA/CPRA (California), LGPD (Brazil), LFPDPPP (Mexico), PIPEDA (Canada), and consumer protection regulations.
* Maintain sensitivity to religious and cultural preferences, especially for Jewish Orthodox users.
* Be concise yet comprehensive, with clear headings and actionable guidance for users and Third-Party Providers.

Below is the **YankiAi Comprehensive User and Service Policy**, structured to address all necessary elements in a single document.

**YankiAi Comprehensive User and Service Policy**

**Effective Date: July 17, 2025**

Welcome to YankiAi! This Comprehensive User and Service Policy (“Policy”) governs your access to and use of the YankiAi platform, including our websites, applications, APIs, and services (collectively, the “Services”), operated by Nelat LLC, a company registered in California, USA (“YankiAi,” “we,” “us,” or “our”). By using the Services, you (“User,” “you,” or “your”) agree to be bound by this Policy, which forms a legal agreement between you and YankiAi.

This Policy consolidates all terms related to your use of the Services, including task submissions, payments, privacy, third-party interactions, and dispute resolution. If you do not agree, you must not use the Services.

**1. About YankiAi**

YankiAi is a personal assistant platform that connects users with independent third-party providers (“Assistants” or “Third-Party Providers”), primarily based in Mexico, to fulfill tasks and services. We operate legally from California, USA, but do not perform services directly within the United States. YankiAi facilitates communication, task coordination, and payments but does not control, supervise, or perform the services provided by Assistants, who are independent contractors.

We aim to serve a diverse audience, including the Jewish Orthodox community, by offering services aligned with religious and cultural preferences (e.g., kosher certifications, Shabbat preparation).

**2. Eligibility and Account Responsibilities**

**2.1 Eligibility**

* You must be at least 13 years old (or the minimum legal age in your jurisdiction) to use the Services. Users under 18 require parental or guardian consent.
* You must comply with all applicable local, state, national, and international laws when using the Services.
* YankiAi reserves the right to refuse service or terminate accounts for ineligible users or policy violations.

**2.2 Account Registration**

* You must provide accurate, complete, and up-to-date information when creating an account.
* If you register on behalf of an organization, you warrant you have authority to bind that entity to this Policy.
* You are responsible for maintaining the confidentiality of your account credentials and for all activities under your account.
* Do not share your login credentials. Notify us immediately at [pa@yanki.ai](mailto:privacy@yanki.com) if you suspect unauthorized access.

**2.3 Account Suspension/Termination**

* YankiAi may suspend or terminate your account for violations of this Policy, fraudulent activity, or at our discretion, with or without notice.
* You may deactivate your account at any time by contacting [pa@yanki.ai](mailto:support@yanki.com).

**3. Use of the Services**

**3.1 Permitted Use**

You may use the Services for lawful, personal, and non-commercial purposes to request tasks such as:

* Scheduling appointments or reservations (e.g., medical, dining, travel).
* Coordinating deliveries or purchases (e.g., groceries, gifts).
* Finding local service providers (e.g., cleaners, babysitters, tutors).
* Supporting religious observance (e.g., kosher sourcing, Shabbat preparation).
* Researching publicly available information or managing administrative tasks.

**3.2 Prohibited Use**

You may not:

* Use the Services for unlawful, harmful, or fraudulent purposes.
* Engage in harassment, discrimination, or abusive behavior toward Assistants or others.
* Post or transmit illegal, defamatory, or offensive content.
* Attempt to reverse-engineer, hack, or access YankiAi’s source code or systems.
* Use automated tools (e.g., bots, scrapers) to extract data without permission.
* Develop competing services using YankiAi’s technology or content.
* Misuse AI-generated outputs for spam, misinformation, or harm.
* Request tasks that violate religious standards (e.g., halacha on Shabbat) or ethical norms.

**3.3 Community Standards**

* Treat Assistants and other users with respect and professionalism.
* Honor religious and cultural preferences, especially for Jewish Orthodox users.
* Report violations or concerns to [pa@yanki.ai](mailto:support@yanki.com).

**4. Task Submission and Limitations**

**4.1 Allowed Tasks**

You may submit tasks that are lawful, safe, and within the scope of the Services, such as those listed in Section 3.1. Tasks must:

* Include clear, accurate instructions.
* Align with Assistant capabilities, primarily in Mexico.
* Comply with this Policy and applicable laws.

**4.2 Prohibited Tasks**

You may not request tasks that:

* Involve illegal activities, substances, or services.
* Endanger safety (e.g., hazardous tasks, harassment).
* Require impersonation or unauthorized access.
* Promote violence, discrimination, or hate speech.
* Involve gambling, adult content, or professional services (e.g., legal, medical advice).
* Violate religious standards (e.g., non-kosher requests when specified).

**4.3 Restricted Tasks**

Tasks requiring review include:

* Those exceeding 30 minutes or significant resources.
* High-value purchases or complex logistics.
* Deliveries to sensitive locations (e.g., airports, government offices).
* Tasks involving minors or vulnerable individuals. YankiAi may reject restricted tasks at our discretion.

**4.4 Task Limits**

* YankiAi may limit task volume, complexity, or geographic scope (primarily Mexico).
* Services may be paused during peak times, holidays, or unforeseen events (e.g., natural disasters).

**4.5 Task Rejection/Cancellation**

* YankiAi or Assistants may reject or cancel tasks for policy violations, safety risks, or operational constraints.
* You will be notified promptly, and refunds will follow Section 7.

**5. Third-Party Providers**

**5.1 Role of Assistants**

* Assistants are independent contractors, not YankiAi employees or agents.
* They set their own schedules, methods, and standards, subject to your task requirements and their terms.

**5.2 Vetting**

* YankiAi may conduct basic vetting (e.g., identity verification) but does not perform comprehensive background checks or certify qualifications unless stated.
* You are responsible for verifying Assistant suitability, including credentials or religious compliance.

**5.3 User Risks**

* You engage Assistants at your own risk.
* YankiAi is not liable for their actions, errors, or service outcomes, including injury, damage, or loss.

**5.4 Assistant Obligations**

* Assistants must comply with this Policy, applicable laws, and data protection requirements (e.g., LFPDPPP in Mexico).
* They are bound by confidentiality and professionalism standards.

**6. Privacy and Data Protection**

**6.1 Data Collection**

We collect:

* **User-Provided Data**: Name, email, phone, payment details, task requests.
* **Automatically Collected Data**: IP address, device info, usage data, cookies.
* **Third-Party Data**: Information from Assistants or service providers (e.g., task completion details).
* **Sensitive Data**: Limited to task-specific needs (e.g., kosher preferences), with user consent.

**6.2 Data Use**

We use your data to:

* Provide and improve the Services.
* Facilitate task fulfillment and payments.
* Personalize experiences and communicate updates.
* Comply with legal obligations (e.g., tax reporting).
* Prevent fraud and enhance security.

**6.3 Data Sharing**

We share data with:

* Assistants to fulfill tasks.
* Service providers (e.g., payment processors, analytics tools).
* Legal authorities, if required.
* Business transferees in mergers or acquisitions. We do not sell your personal data.

**6.4 International Transfers**

* Data may be processed in the USA, Mexico, or other countries.
* We use safeguards like Standard Contractual Clauses (SCCs) for compliance with GDPR, LGPD, and LFPDPPP.

**6.5 Your Data Rights**

Depending on your jurisdiction (e.g., GDPR, CCPA, LGPD, LFPDPPP), you may:

* Access, correct, or delete your data.
* Restrict or object to processing.
* Request data portability.
* Withdraw consent.
* File a complaint with a data protection authority. Submit requests to [pa@yanki.ai](mailto:privacy@yanki.com) with your name, email, and proof of identity. We respond within 30 days (15 days for LGPD), with extensions as permitted.

**6.6 Children’s Privacy**

* The Services are not for children under 13 (or local age limits). We do not knowingly collect their data without parental consent.
* Contact [pa@yanki.ai](mailto:privacy@yanki.com) to request deletion of unauthorized child data.

**6.7 Mexico-Specific LFPDPPP Compliance**

* Mexican users have ARCO rights (Access, Rectification, Cancellation, Opposition).
* Data processed in Mexico complies with LFPDPPP via Data Processing Agreements with Assistants.
* Contact [pa@yanki.ai](mailto:privacy@yanki.com) for ARCO requests.

**7. Payments, Refunds, and Cancellations**

**7.1 Payments**

* Tasks and subscriptions require advance payment via credit/debit cards or other methods displayed in the Services.
* Fees include platform fees, Assistant charges, and third-party costs (e.g., purchases, taxes).
* You authorize YankiAi to charge your payment method for all disclosed costs.

**7.2 Subscriptions**

* Recurring charges apply based on your plan, with automatic renewal unless canceled.
* Cancel via account settings; access continues until the billing cycle ends.
* Price changes are notified 30 days in advance.

**7.3 Refunds**

* Refunds are available if:
  + A task fails due to YankiAi’s platform error.
  + YankiAi or an Assistant cancels before fulfillment.
  + Required by law (e.g., EU 14-day cooling-off period).
* Third-party costs (e.g., purchases) are non-refundable unless mandated.
* Request refunds at [pa@yanki.ai](mailto:support@yanki.com) within 7 days of task completion or cancellation. Refunds process within 5-10 business days.

**7.4 Cancellations**

* **By You**: Cancel tasks before Assistant acceptance via the Services or [pa@yanki.ai](mailto:support@yanki.com), with no charges.
* **By YankiAi/Assistants**: Tasks may be canceled for unavailability or policy violations, with prompt notification and applicable refunds.
* Subscriptions: Cancel to stop future billing, with no partial refunds for current cycles.

**7.5 Failed Payments**

* Failed payments may result in service suspension until resolved.
* Update payment details promptly to restore access.

**8. Cookies and Tracking Technologies**

**8.1 Types of Cookies**

We use:

* **Strictly Necessary Cookies**: For login, security, and core functionality.
* **Performance Cookies**: To analyze usage (e.g., Google Analytics).
* **Functionality Cookies**: For personalized settings.
* **Advertising Cookies**: For targeted ads, with consent where required.

**8.2 Managing Cookies**

* Adjust preferences via our consent banner or browser settings.
* Opt out of advertising cookies via tools like YourAdChoices or NAI.
* Disabling cookies may affect functionality.

**8.3 Compliance**

We comply with GDPR, UK GDPR, PECR, LGPD, and LFPDPPP, obtaining explicit consent for non-essential cookies where required.

**9. Intellectual Property**

**9.1 YankiAi’s IP**

* YankiAi owns all platform content, software, trademarks, and materials, protected by copyright and IP laws.
* You receive a limited, non-transferable license to use the Services for personal purposes.

**9.2 User Content**

* You retain ownership of your Inputs (e.g., task requests) and Outputs (e.g., AI responses), subject to AI limitations.
* YankiAi assigns any rights in Outputs to you, but you are responsible for their use.

**9.3 Prohibitions**

* Do not copy, modify, or distribute YankiAi’s IP without permission.
* Report IP infringements to [pa@yanki.ai](mailto:privacy@yanki.com).

**10. Religious and Cultural Compliance**

**10.1 Role of YankiAi**

* YankiAi facilitates tasks aligned with religious preferences (e.g., kosher, Shabbat-compliant services) but does not certify or verify compliance.
* Assistants are responsible for meeting claimed standards.

**10.2 User Responsibility**

* Verify religious certifications (e.g., kosher, halal) or practices.
* Clearly state religious requirements in task requests.
* YankiAi disclaims liability for non-compliance with religious standards.

**11. Security**

**11.1 Measures**

We implement:

* Encryption for data in transit and at rest.
* Role-based access controls.
* Regular security audits and vulnerability testing.
* Staff training and incident response plans.

**11.2 User Responsibilities**

* Protect your credentials and use strong passwords.
* Report security concerns to [pa@yanki.ai](mailto:privacy@yanki.com).

**11.3 Data Breach Notifications**

* We notify users and authorities (e.g., within 72 hours under GDPR) of breaches posing risks, with details and mitigation steps.

**11.4 Limitations**

* No platform is fully secure. YankiAi is not liable for unauthorized access beyond our control.

**12. Dispute Resolution**

**12.1 Informal Resolution**

* Contact [pa@yanki.ai](mailto:support@yanki.com) within 7 days of an issue (e.g., task disputes, billing errors) for mediation.
* We aim to resolve complaints within 14 days.

**12.2 Arbitration**

* Disputes are governed by California law and resolved via binding arbitration in Los Angeles, administered by the American Arbitration Association (AAA) under Consumer Arbitration Rules.
* Arbitration is individual, with no class actions or jury trials, where permitted.
* Opt out within 30 days by emailing [pa@yanki.ai](mailto:privacy@yanki.com).

**12.3 Exceptions**

* Small claims or injunctive relief may be pursued in court.
* Local consumer rights (e.g., EU, Mexico) are unaffected.

**13. Accessibility**

* YankiAi is committed to accessibility per WCAG 2.1 and laws like ADA and AODA.
* Report accessibility issues to [pa@yanki.ai](mailto:support@yanki.com) for resolution.

**14. Marketing and Communications**

* We send service updates and, with consent, marketing communications.
* Opt out via unsubscribe links or [pa@yanki.ai](mailto:privacy@yanki.com).
* We comply with CAN-SPAM, CASL, GDPR, and PECR.

**15. Feedback and Complaints**

* Submit feedback or complaints to [pa@yanki.ai](mailto:support@yanki.com)
* We respond within 7 days, with no retaliation for feedback.
* Complaints about Assistants are investigated, but disputes follow their terms.

**16. Limitations of Liability**

* The Services are provided “as is” without warranties.
* YankiAi is not liable for:
  + Third-party service outcomes, injuries, or damages.
  + Religious or ethical non-compliance by Assistants.
  + Indirect, consequential, or punitive damages.
* Total liability is limited to the greater of fees paid in the prior 12 months or $100 USD.

**17. Changes to This Policy**

* Material changes are notified 30 days in advance via email or the Services.
* Continued use after changes constitutes acceptance.

**18. Contact**

For questions, requests, or concerns:

* **Email**: [pa@yanki.ai](mailto:support@yanki.com) (general inquiries, privacy/DSAR)
* **Mail**: Nelat LLC, 4221 Wilshire Blvd, Suite 312, Los Angeles, CA 90010, USA