

PRIVACY POLICY

Converse.ai, Inc. (“Converse.ai”, “we”, “us”, “our”) provides this “Privacy Policy” to inform our customers of our policies and procedures regarding the collection, use and disclosure of personally identifiable information that we receive when they visit and use the Converse.ai software-as-a-service application (“Converse”) and any websites owned by Converse.ai (collectively, the “Sites”). For ease of reading in this Privacy Policy, the Sites and Converse are collectively referred to as the “Service(s).” This Privacy Policy applies only to information that you provide to us when you use the Sites or Service.

1. END USER DATA

Customers of Converse.ai (“Customer”) may use our Service to collect information from their customers (“End User”). End User data may include, without limitation, information about the identity of End Users (such as name, postal address, e-mail address and phone number). Converse.ai allows Customers the ability to pass End User data into Converse and out from Converse into a variety of third-party applications and services. Converse.ai may also store this data at the instruction of the Customer. Converse.ai is not responsible for inspecting the End User data that it collects. Each third-party application has its own policies regarding the collection and use of End User data. This Privacy Policy does not apply to websites, applications, or services that display or link to different privacy statements.

2. PERSONALLY IDENTIFYING INFORMATION

2.1 In the course of using the Services, Customer may provide Converse.ai with certain personally identifying information to identify and contact Customer, and to set up and administer the Customer’s account (“Personally Identifying Information” or “PII”). PII may include, but is not limited to, Customer name, phone number, credit card or other billing information, email address, and postal addresses. Customer may at any time refuse to provide the PII that Converse.ai requests; however, this may limit Converse.ai’s ability to provide Services.

2.2 PII is used for the following purposes: (i) to provide, administer and improve Services, (ii) to better understand Customer needs and interests, (iii) to fulfill requests Customer may make, (iv) to personalize customer experience, (v) to provide service announcements, (vi) to provide Customer with further information and offers from Converse.ai or its affiliates, and (vii) protect, investigate and deter against fraudulent, harmful, unauthorized or illegal activity.

3. SITE VISITS

3.1 Like many websites, Converse.ai collects certain information through the use of “cookies,” which are small text files that are saved on the browser when customers access our Services. Converse.ai may use both session cookies and persistent cookies to identify that Customer logged in to Converse and to tell Converse.ai how and when Customer interacts with our Services. Converse.ai may also use cookies to monitor aggregate usage and web traffic routing on our Services and to customize and improve Converse. Converse.ai may link this information to Customer’s account. Unlike persistent cookies, session cookies are deleted when customers log off from Converse and close the browser. Although most browsers automatically accept cookies, Customer can change browser options to stop automatically accepting cookies or to prompt before accepting cookies. If Customer does not accept cookies, Customer may not be able to access all portions or features of Converse. Converse.ai may also use cookies in connection with third party services to run analytics on Converse; such cookies may collect PII about Customers.

3.2 Converse.ai does not respond to “Do Not Track” browser signals or other similar mechanisms. Third parties may collect personal information about online activities over time and across sites when Customer visits the Converse.

3.3 Converse.ai may employ and/or our third party tracking utility company may employ software technology called clear gifs (a.k.a. Web Beacons/Web Bugs), that help Converse.ai better manage content on Converse by informing Converse.ai what content is effective. These gifs (or other tracking technology) may be included in or associated with e-mails or other communications that Customer receives from Converse.ai (or its partners) in order to help Converse.ai track response and interests and to deliver Customer relevant content and services. Converse.ai may tie information gathered by clear gifs or other tracking technology to PII.

3.4 Converse.ai servers may automatically record certain information about how a Customer uses Converse (Converse.ai refers to this information as “Log Data”), including both account holders and non-account holders. Log Data may include information such as a Customer’s Internet Protocol (IP) address, device and browser type, operating system, the pages or features of Converse to which a user browsed and the time spent on those pages or features, the frequency with which Converse is used by the Customer, search terms, the links on Converse that Customer has clicked on or used, conversational templates, conversational data and other statistics. Converse.ai use this information to administer Converse and Converse.ai analyzes (and may engage third parties to analyze) this information to improve and enhance Converse by expanding its features and functionality and tailoring it to its customers needs and preferences. At no time will this direct log data be made available for third parties for their own usage, either on or outside of the Converse.ai platform.

3.5 Converse.ai may partner with a third party ad network to either display advertising or to manage advertising on other sites. A Converse.ai ad network partner may use cookies and Web beacons to collect non-personally identifiable information about Customer activities on our Services and other websites to provide targeted advertising based upon Customer interests. If Customer wishes to not have this information used for the purpose of serving targeted ads, Customer may opt-out by emailing unsubscribe@converse.ai. Note this does not opt Customer out of being served all advertising. Customer may continue to receive generic ads.

4. PURCHASE INFORMATION

Converse.ai does not collect or store your full credit card information (although Converse.ai may store the last four digits for verification purposes). Converse.ai's credit card processing service provider may collect and store full payment card information.

5. CHILDREN

Because the nature of Converse does not appeal to children under the age of 13, Converse.ai does not knowingly acquire or receive PII from children under 13. If Converse.ai later learn that any customer is under the age of 13, Converse.ai will take appropriate steps to remove that customer's information from the account database and will restrict that individual from future access Converse.

6. TESTIMONIALS

Converse.ai may display personal testimonials of satisfied customers on Converse in addition to other endorsements. With Customer consent Converse.ai may post a testimonial. If Customer wishes to update or delete testimonial, email info@converse.ai.

7. SOCIAL MEDIA

Converse may include social media features, such as the Facebook "like" button and widgets, such as the "share this" button. These features may collect PII and track Customer use of Converse. These social media features are either hosted by a third party or hosted directly on Converse. Customer interactions with these features are governed by the privacy policy of the company providing such functionality.

8. MAILING LIST

Customer may choose to submit email address or other contact information via Converse. Converse.ai may use this information to send news about Converse.ai-

related services, products or promotions. Converse.ai may use one or more service providers to administer these messages, but does not share email addresses with spammers or any other third parties without permission. We will give you the ability to opt out of marketing-related e-mails by logging in and changing your account settings or by clicking on a link at the bottom of each such e-mail. In some of our communications, we use tracking means, such as a “click-through URL” linked to content on the Site. We track this data to help us measure the effectiveness of our customer communications.

9. AGGREGATE DATA

Converse.ai may collect and analyze non-PII information about the performance of Converse. From time to time, Converse.ai may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of Converse.

10. THIRD PARTY DISCLOSURE

Converse.ai does not share or sell the Personally Identifying Information that Customer provides with other organizations without express consent. Under this Privacy Policy Customer hereby consents to sharing under the following circumstances:

10.1 Service Providers. We may employ third party companies and individuals to administer and provide the Service on our behalf, (including, without limitation, bill and credit card payment processing, maintenance, administration, support, hosting and database management services). These third parties may have access to your PII only to perform these tasks on our behalf in accordance with this Privacy Policy and are obligated not to disclose or use it for any other purpose.

10.2 Compliance with Laws and Law Enforcement; Protection and Safety. Converse.ai may disclose information about you to government or law enforcement officials or private parties as required by law, and disclose and use such information as we believe reasonably necessary or appropriate to respond to claims and legal process (including but not limited to subpoenas), to protect the safety of the public or any person, or to prevent or stop any activity we may consider to be, or to pose a risk of being, illegal, unethical, unauthorized or harmful.

10.3 Business Transfers. Converse.ai may sell, transfer or otherwise share some or all of its business or assets, including your personal information, in connection with a business deal (or potential business deal) such as a merger, consolidation, acquisition, reorganization or sale of assets or in the event of bankruptcy, in which case we will require the recipient to honor this Privacy Policy. You acknowledge that such transfers

may occur and that any acquirer or successor of Converse.ai or its assets may continue to use your personal information as set forth in this Privacy Policy. You will be notified via email and/or a prominent notice on our Site or Service of any change in ownership or resulting change in uses of your personal information, as well as any choices you may have regarding your personal information.

11. CHANGING OR DELETING INFORMATION

11.1 All Converse.ai account holders may review, update, correct or delete the PII in their registration profile by logging into their account. Removing your information may limit our ability to provide the Service to you. If you completely delete all such information, your account will be deactivated and you will lose access to the Service. You may also contact us directly to accomplish the foregoing or if you have additional requests or questions. We'll take reasonable steps to provide, modify or delete your information as soon as is practicable, but some information may remain in archived/backup copies for our records or as otherwise required by law. We may limit or reject your request in certain cases, including without limitation where the burden or expense of providing access would be disproportionate to the risks to your privacy in the case in question, where the rights of other persons would be violated, or as required by law.

11.2 Converse.ai has no direct relationship with the individuals whose personal data is contained within the End User Data processed by our Service. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate personal data provided by our Customers should direct their query to Converse.ai's Customer. If the Customer requests Converse.ai to remove or modify the data, we will respond to their request.

12. CHANGES TO PRIVACY POLICY

Converse.ai reserves the right to modify this Privacy Policy at any time. We encourage you to periodically review this page for the latest information on our privacy practices. If we make material changes to this Privacy Policy you will be notified via e-mail (if you have an account where we have your contact information) or otherwise in some manner through the Service that we deem reasonably likely to reach you (which may include posting a new privacy policy on our Site – or a specific announcement on this page or on our blog).

Any modifications to this Privacy Policy will be effective upon our posting of the new terms and/or upon implementation of the new changes on the Service (or as otherwise indicated at the time of posting). In all cases, your continued use of the Service or Site after the posting of any modified Privacy Policy indicates your acceptance of the terms of the modified Privacy Policy.

13. SECURITY

The security of your PII is important to us. We follow generally accepted industry standards to protect the PII submitted to us, both during transmission and once we receive it (including encrypted storage, firewalls and password protection). Each of our employees is aware of our security policies, and your information is only available to those employees who need it to perform their jobs. No method of transmission over the Internet using industry standard technology is 100% secure. Therefore, we cannot guarantee the absolute security of your information.

14. INTERNATIONAL TRANSFER

Your information may be transferred to, and maintained on, computers located outside of your state, province, country or other governmental jurisdiction where the privacy laws may not be as protective as those in your jurisdiction. If you are located outside the United States and choose to provide information to Converse.ai, please be advised that we transfer PII to the United States and process it there.

15. EXTERNAL LINKS

The Service may contain links to other websites and services. The fact that we link to a website or service is not an endorsement, authorization or representation that we are affiliated with that third party. We do not exercise control over third party websites or services, and are not responsible for their actions. Other websites and services follow different rules regarding the use or disclosure of the PII you submit to them. We encourage you to read the privacy policies or statements of the other websites you visit and services you use.

16. VOLUNTARY DISCLOSURE OF PUBLIC INFORMATION

We may make available on our Site, or link to, certain opportunities for our members and other users to share information online (e.g., on message boards, in chat areas, in file uploads, through events, etc.). Please be aware that whenever you voluntarily disclose personal information online, that information becomes public and can be collected and used by others. We have no control over, and take no responsibility for, the use, storage or dissemination of such publicly-disclosed personal information. By posting personal information online in public forums, you may receive unsolicited messages from other parties.

17. CONTACT

If you have any questions or concerns about Converse.ai or this Privacy Policy, you may contact us at:

Converse.ai, Inc.
548 Market St #38909
San Francisco, CA 94104
info@converse.ai