

Privacy Policy

Effective date: 1 September 2004

Welcome to Datagrok's Privacy Policy. We respect your privacy and are committed to protecting your personal data. This policy explains how we handle your information when you use our websites or services.

In this policy:

- **"Datagrok"**, **"we"**, **"us"**, or **"our"** refers to Datagrok, Inc., a Delaware corporation.
- **"You"** refers to visitors to our websites and users of our services.
- **"End Users"** are people you invite to use our services.
- **"Service"** includes all Datagrok software and related offerings.
- **"Website"** means www.datagrok.ai and all its subdomains.
- **GDPR**: General Data Protection Regulation, a privacy law applicable in the EU and UK.
- **Personal data**: Any information that can identify you or make you identifiable, for example, your name, email address, or telephone number.
- **Processing**: Any operation performed on personal data, such as collection, use, or disclosure

This policy applies to all personal data we process, regardless of how we collect it. By using our services, you agree to this policy. Remember, your use of our service is at all times subject to our applicable terms of service, which incorporate this Privacy Policy. Any undefined terms in this Privacy Policy have the meanings given to them in the applicable terms of service.

BY USING OR ACCESSING OUR WEBSITES OR SERVICES IN ANY MANNER, YOU AGREE TO THE PRACTICES AND POLICIES DESCRIBED BELOW, AND YOU HEREBY CONSENT TO OUR COLLECTION, USE, AND SHARING OF YOUR PERSONAL DATA AS DESCRIBED IN THIS PRIVACY POLICY.

1. Data that is not personal data. We may process the personal data we collect to create aggregated, de-identified, or anonymized data (collectively, "**non-identifiable data**"). This involves removing information that could personally identify you. We may use and share non-identifiable data with third parties for legitimate business purposes, including analyzing and improving our service and promoting our business. We ensure that this shared non-identifiable data can't be used to identify you personally. Once data has been aggregated, de-identified, or anonymized, we will not attempt to re-identify individuals from it.

NON-IDENTIFIABLE DATA ISN'T PERSONAL DATA AND ISN'T SUBJECT TO THIS PRIVACY POLICY.

2. Quick summary.

- We collect personal data to provide and improve our services
- We share data with service providers and partners to operate our business
- We protect your data and respect your privacy rights
- You can control your data and exercise your rights by contacting us at privacy@datagrok.ai

3. What data do we collect?

We will only collect, use, and/or transfer personal data if this is permitted by law or if you consent to the data processing. Most of the personal data we collect is directly provided by you when you use our service or visit our website. Other data is collected by recording interactions with our website or service.

Type of data	Examples	How we collect it
Account and contact data	Name, email, company name, password, tax identification number (when required by law, rules, or regulation)	When you create an account or contact us
Payment information	<p>We don't record or store your credit card information. For all credit card processing, including recurring payments, we rely exclusively on trusted third-party PCI-DSS-compliant payment processors (currently, Stripe).</p> <p>By using Stripe's payment processing services through us, you authorize us to share your payment information (including credit card information), registration, and transaction information with Stripe</p>	When you purchase our services through our online forms
Browser data	<ul style="list-style-type: none">• To customize your experience based your location: IP address, device info, location• For statistical analysis, security measures, and legal compliance: IP address, time and date of your visit, page or resource accessed, browser version and platform, referring web page• To maintain your current session information: browsing behavior, preferences, and interactions with our websites. For more details, see Cookie Policy	When you visit our website
Usage data	How you interact with our services	When you use our services
Job application data	Your name, email, phone, and any information you choose to share with us	When you apply for a job
Communication data	Email content, chat logs	When you communicate with us

Data you access through our service: When you use our service, you fully control and own any information or content you submit to it, including personal data of your employees, customers, or other parties. We only collect and process this information on your behalf. You are solely responsible for ensuring you have the necessary rights and permissions to submit and process any personal data within our service.

Sensitive information: We don't intentionally collect or maintain sensitive information, such as medical or health conditions, race, ethnic origin, political opinions, religious beliefs, or other sensitive data. Do not provide us such information. If you submit to our service any sensitive information, you are solely responsible for safeguarding it and ensuring compliance with applicable laws. We won't be responsible for any sensitive information you store on our systems.

Personal data of children: Our services are not for children under 16. We don't knowingly collect data from children. If we learn we have collected a child's data, we'll delete it promptly. If you believe we might have a child's data, please contact us at privacy@datagrok.ai.

4. Data collected through third party platforms. We may collect personal data through various third party services when you:

- Watch our videos or interact with posts on social media platforms
- Chat with us through our Websites
- Join any of our groups
- Register or attend any of our events
- Respond to our surveys
- Provide us feedback or post on our community forum
- Apply for a job at Datagrok
- Submit support tickets

Any third party that collects your information will have their own privacy policies governing how they use and protect your information. We encourage you to read those privacy policies.

We may also collect personal data from third parties who host our content on other platforms. These third parties may collect personal data from people who view our content and are interested in Datagrok and provide some of the personal data to us as leads. Personal data collected by these third parties is subject to the privacy policies of the respective third parties. Any personal data sent to us as leads is processed according to this Privacy Policy.

5. AI-enabled capabilities. We may offer AI-enabled capabilities ("AI Services") to enhance efficiency and user experience. When enabled, your input, including personal data, will be processed by us and third-party AI providers to: (a) provide the AI Service, (b) analyze usage, and (c) address errors. Such processing will be in accordance with your instructions and applicable laws. We won't use your data to train our models without your consent. As third-party AI providers also process your data, we encourage you to review their privacy notices regarding their data processing practices.

6. How do we use your personal data? We process your personal data for several reasons, depending on how you interact with our websites or service:

1. Providing, customizing, and improving the service
 - Creating and managing your account or other user profiles
 - Processing orders or other transactions, billing
 - Providing you with the products, services, or information you request
 - Meeting or fulfilling the reason you provided the information to us
 - Providing support and assistance for the service
 - Improving the service, including testing, research, internal analytics, and product development
 - Personalizing the service, website content (e.g., such as when displaying location-specific information), and communications based on your preferences
 - Doing fraud protection, security, and debugging
 - Carrying out other business purposes stated when collecting your Personal Data or as otherwise set forth in applicable data privacy laws

2. Marketing and selling the service
3. Corresponding with you
 - Responding to you, contacting you when necessary or requested
 - Sending emails and other communications based on your preferences or that display content that we think will interest you. Any such communication always comes with a way for you to opt-out at any time.
4. Meeting legal requirements and enforcing legal terms
 - Fulfilling our legal obligations under applicable law, regulation, court order, or other legal process, such as preventing, detecting, and investigating security incidents and potentially illegal or prohibited activities
 - Protecting the rights, property, or safety of you, Datagrok, or another party
 - Enforcing any agreements with you
 - Responding to claims that any posting or other content violates third-party rights
 - Resolving disputes

We will not use the personal data we collected for materially different, unrelated, or incompatible purposes without providing you notice.

7. How do we store and transfer your data? The main locations where we process your personal data are the USA. We protect collected personal data with reasonable safeguards against loss or theft, as well as against unauthorized access, disclosure, copying, use, or modification.

In our data processing operations, we may transfer your personal data to countries other than your country of residence. For example, this may happen through the use of third party providers such as cloud services and external service partners which process data on our behalf. Where this happens, we carry out these transfers in compliance with applicable laws – for example, by putting data transfer agreements in place to help protect your personal data.

We will only transfer your personal data to third parties: (a) if required by government or court order; (b) when authorized by legal provisions (e.g., to pursue legitimate interests or fulfill contracts, such as in case of mergers and acquisitions); (c) with your explicit consent.

If you reside outside of the USA and when a data transfer mechanism is mandated by applicable law, we use one or more of the following: (a) transfers to certain countries or recipients that are recognized as having an adequate level of protection for personal data under applicable law; (b) where applicable, EU Standard Contractual Clauses approved by the European Commission and the UK International Data Transfer Addendum issued by the Information Commissioner’s Office; (c) your explicit consent, in specific circumstances; (d) other lawful methods as permitted under applicable law.

You can contact us with questions or concerns regarding any transfer of your information or personal data to jurisdictions outside your home country at privacy@datagrok.ai.

8. How long do we store your data? We will only keep your personal data for as long as it is necessary for the purposes set out in this Privacy Policy, unless a longer retention period is required or permitted by law, rule, or regulation (such as tax, accounting, or other legal requirements). When we have no ongoing legitimate business need to process your personal data, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal data has been stored in backup archives), then we will securely store your personal data and isolate it from any further processing until deletion is possible.

9. Do we disclose your data? To conduct our business activities, we may share your personal data with the following third parties:

- **Service providers:** These parties help us provide the service or perform business functions on our behalf and may include:
 - Hosting, technology, and communication providers
 - Support and customer service vendors
 - Payment processors
 - Email notifications processors
- **Business partners:** When jointly offering products or service, we may share personal data with business partners
- **Affiliates:** We may share personal data with our Affiliates
- **Advertising partners:** We don't share personal data for third-party advertising but may use it to market our own service through third-party platforms
- **Business transactions:** In case of mergers, sales, or asset transfers, we may transfer personal data as allowed by law and contracts. Should one of these events occur, we will make reasonable efforts to notify you before your personal data becomes subject to different privacy and security policies and practices
- **Regulatory agencies:** We may transfer personal data to law enforcement and other agencies as required by law or with written consent
- **Disclosures to protect us or others:** We may access, preserve, and disclose information to protect rights, property, safety, enforce policies, collect debts, or assist in investigations
- **Other third parties:** We may share personal data with other organizations for regulatory auditing, fraud prevention, and credit risk reduction. Third parties providing service to us must adhere to privacy protections
- **Parties you authorize, access, or authenticate:** We may share personal data with third parties you access through the Websites or Service, or third parties you authorize

Except as explicitly mentioned above, we do not sell, trade, or otherwise transfer your personal data to third parties.

10. What third party services do we use? To support our operations, we engage various service providers for functions like payment processing, web audience analysis, cloud hosting, marketing and communication, and other operational services. Whenever we share data with these service providers, we make sure that they use it in compliance with applicable laws, rules, and regulations, and that the processing they carry out for us is limited to our specific purpose and covered by a specific data processing contract. Below is a list of our current service providers detailing why we use them and what kind of data we share with them.

Sub-processor	Purpose	Shared Data	Privacy Policy
Amazon Web Services, Inc.	Hosting	Personal Data within our Service	AWS Privacy Notice
Stripe, Inc.	Payment processing	Order details, your name, email, address, and other information relevant to your Order Only processed and stored by Stripe:	Stripe Privacy Policy

Sub-processor	Purpose	Shared Data	Privacy Policy
		Credit card or other payment method information	
Google	Google drive: file sharing	Account and user data	Google Privacy Policy
Google	Google Analytics: anonymous website audience analysis (opt out)	Non-personal browser data, anonymized IP, geolocation info, language (no identifiable information)	Google Privacy Policy
Odoo S.A.	Cloud-based accounting, recruitment, and customer management system	Account and user data, job applications data	Odoo Privacy Policy
PDFGEAR TECH PTE. LTD.	eSignatures	Information embedded within a document, collected via form fields (such as name, email, and title), the date and time of a signature or transaction event, IP address, and other information about the browser or device used to send, sign, delegate, approve, or take other actions with respect to the document	PDFGear Privacy Policy
HubSpot, Inc.	Scheduling tool, contact management	Any Personal Data entered by you in the scheduling form or as derived from an email you sent us (e.g., name and email, company)	HubSpot Privacy Policy
Zoom Video Communications, Inc.	Webinars, meetings, and online events	Any information entered by you in the scheduling form, such as name or email (for the data independently collected by Zoom, see their privacy policy)	Zoom Privacy Statement
Mailgun Technologies, Inc.	Email automation and recovery, notification processor	Email address, name, and login. Personal data contained in product notice communications	Mailgun Privacy Policy
Zapier, Inc.	Email automation, notification processor	Email address and name	Zapier Privacy Statement

11. Your choices and rights. We offer choices regarding your personal information collection, use, and disclosure, respecting applicable laws. However, withholding certain information may limit your access to some features within our service or your experience on our website.

- **Account information:** If you want to correct, update, or delete your account information, please log on to your Datagrok account and update your profile.
- **Opt out of marketing:** We may send you marketing communications that promote our products and services consistent with your choices. You may opt out from receiving such communications following the unsubscribe instructions in the communication you receive. Note that it may take us some time to process your request in accordance with applicable law, and that we may still send you important service-related communications regarding our products or services, such as communications about your subscription or account, service announcements, or security information.
- **Your privacy rights:** Depending upon your place of residence, you may have rights in relation to your personal information. Depending on applicable data protection laws, those rights may include asking for:
 - Access to, or a copy of, your information (where feasible, in a portable, machine-readable form)
 - Confirmation that we are processing your information
 - Correction or amendment of your information
 - Deletion of your information
 - Transfer of your information to a third party
 - Restriction or objection to certain uses of your information
 - The withdrawal of consent to processing your information for certain purposes that were originally based on your consent
 - Opt out of the processing of your personal information for profiling in furtherance of decisions that produce legal or similarly significant effects, if applicable.

If you (or an authorized agent acting on your behalf) wish to exercise any of your rights under applicable data protection laws, submit a request by emailing us at privacy@datagrok.ai. We will respond to requests that we receive in accordance with applicable laws. We may take certain steps to verify your request using information available to us, such as your email address or other information associated with your Datagrok account, and if needed we may ask you to provide additional information for the purposes of verifying your request. Any information you provide to us for verification purposes will only be used to process and maintain a record of your request. Depending on the laws applicable to your request, if you are not satisfied with our response to your request, you may have the ability to appeal our response. If an appeal right is applicable to you, we will let you know in our response to you.

Please note that we may process personal data of our customers' end users or employees while providing service to our customers. If we are processing your personal data as a service provider, you should contact the entity that initially collected your personal data to address your rights.

- **Notice of Right to Opt Out of Data "Sales" and "Targeted Advertising":** Depending on your location, you may have the right to opt out of the "sale" of your personal information or the disclosure of your personal information for purposes of online targeted advertising. We do not "sell" personal information in the traditional sense of exchanging information for monetary payment. However, because the definitions of "sale" and "targeted advertising" under applicable law may include the disclosure of your information to certain types of advertising and marketing partners,

we provide the right to opt-out of these activities. To opt out of such disclosures based on cookies and similar tools, visit our web page accessible via a link on our website. To opt out of "sale" or "sharing" activities that are not based on cookies, email us at privacy@datagrok.ai.

12. Changes to our Privacy Policy. We regularly review and update our Privacy Policy. Any changes to the Privacy Policy are posted on this web page unless applicable law requires a different notification form. Updates to the Privacy Policy become effective immediately upon publication on this page. If you use the Service after any changes to the Privacy Policy have been posted, that means you agree to all of the changes.

13. How to contact us. Please contact us at privacy@datagrok.ai if you have any questions about our privacy practices or this Privacy Policy.

14. Interpretations. In this Privacy Policy, the word "including" (and similar variations) means "including without limitation" (and similar variations). The headings used are provided for convenience purposes only. References to one gender include all genders, and references to the singular form also include the plural form and vice versa.