**Privacy Policy**

Last Updated: June 26, 2024

**APPFLOWY PTE. LTD.** (“AppFlowy,” “we,” “our,” or “us”) cares about your privacy and recognizes the importance of protecting your personal information. This Privacy Policy (“Privacy Policy” or “Policy”) describes the kinds of personal information we collect during your visit to our websites, [https://www.appflowy.io](https://www.appflowy.io/) and [https://www.appflowy.com](https://www.appflowy.com/), and their associated subdomains (the “Website”) or when you are using our digital desktop and mobile applications (the “Services”). By accessing or using our Website and Services, you agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Policy and our Terms and Conditions.

This Privacy Policy does not apply to any personal information we collect from our employees and independent contractors, as well as any job applicants.

1. **Personal Information We Collect**

We collect your personal information when you voluntarily provide it to us, when you use our Website or Services, and when other sources provide it to us, as further described below:

## **Personal Information You Provide To Us**

### **Account Creation**: When you create or register an account, we collect personal information such as your name, email address, username and password, your job title and other information related to your company or employer, and an optional profile picture.

**Your Communications with Us**: We collect personal information, such as your name, email address, your job title and other information related to your company or employer, when you request information about our Services, register for our newsletter or technical blog, request customer or technical support, submit comments or evaluations, complete surveys or other forms, or otherwise communicate with us. We also collect the contents of your messages or attachments that you may send to us or on third-party sources such as Discord or GitHub, as well as other information you choose to provide, and that may be associated with your communications.

**Payment Information**: When you purchase a subscription or sign up for our Services, we use third-party payment processors to collect, process, and store your payment information, including your billing address and credit card information. In some instances, we may receive information associated with your payment information, but we do not directly collect or store your payment information. We also collect records about your use of our Services, including prior purchases or sign-ups.

**Interactive Features**: We may offer interactive features on our Website or Services, including but not limited to generative artificial intelligence (“AI”) features, forums, blogs, chat and messaging services, guides, tutorials, developer documents and other materials. We and other users of our Website or Services collect the information you submit or make available through these interactive features, including your name, email address, username and any personal information included in the contents, inputs, file uploads, or feedback you provide to these interactive features, as well as in the results or outputs generated from these interactive features (“User Content”).

**Information Collected Automatically**: We collect certain information about you when you visit and interact with our Website or Services. This information includes your Internet Protocol (“IP”) address, information about your device and browser type, your operating system, browsing and search history, including your clicks and visit duration, on our Website and other information about your interactions with our Website and advertisements.

**Information from Other Sources**: We collect your personal information, such as your name, email address, and an optional profile picture, from certain third parties when you choose to link a third party account with us to create and log into your account, including but not limited to your Discord, GitHub, and/or Google accounts, as well as any publicly-available information you provide on such third party accounts.

1. **How Do We Use The Personal Information We Collect?**

We use your personal information as described above for the following purposes:

* To provide you with our Website or Services;
* To personalize or customize your experience on our Website or Services;
* To create, manage or administer your account(s) and personal information;
* To monitor, improve, and train our Website or Services;
* To provide you with information about our Website, Services or other products, services or information requested by you;
* To process transactions, orders and payments;
* To administer surveys or other Website or Services features;
* To contact you from time to time;
* To provide customer support or other technical assistance;
* To respond to your comments, inquiries and/or complaints;
* To provide advertisements and marketing promotions and offers about our products and services we think may be of interest to you;
* To analyze the placement and effectiveness of our advertisements and other marketing efforts;
* For internal business analysis;
* To prevent fraud, activities that violate our Terms and Conditions or that are illegal;
* To comply with our legal obligations; and
* To protect our rights and the rights and safety of our users or others.

We also use User Content, as described above, only to improve our Services, including AppFlowy AI (as further described in our Terms and Conditions). If you would like us to not use any User Content for purposes of improving our AppFlowy AI, you can exercise your right by sending us an email at [support@appflowy.io](mailto:support@appflowy.io).

1. **How We Disclose Personal Information**

We disclose your personal information with certain third party service providers that help us operate our business, including through payment processing, verifying and managing customer information, providing customer service, facilitating email communications, providing security services and cloud-based data storage, hosting our Website or Services and providing assistance with other IT-related functions, advertising and marketing of our products and services, providing analytics information, legal and accounting services, among other business functions.

Additionally, we do not share your personal information with third parties that may provide you with information about their products or services you may be interested in purchasing.

We also disclose your personal information as required or permitted by law to comply with a subpoena or similar legal process or government request, or when we believe in good faith that disclosure is legally required or otherwise necessary to protect our or others’ rights, property or safety, including to law enforcement agencies, and judicial and regulatory authorities. We may also disclose your personal information with third parties to help detect and protect against fraud or data security vulnerabilities. And, we may transfer your personal information to a third party in the event of a sale, merger, reorganization of our entity or other business restructuring.

# **Cookies and Analytics**

Cookies are small, sometimes encrypted text files that are stored on computer hard drives by websites that you visit. They are used to help users navigate websites efficiently as well as to provide information to the owner of the websites. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

When you visit our Website, we may place a “cookie” or other online tracking device (e.g., web beacons) that recognizes you when you visit the Website. These cookies are used for technical convenience to store information on your device. For instance, we may use a session cookie to store form information that you have entered so that you do not have to enter such information again. We may use information stored in such text files and images to customize your experience on the Website and to monitor use of our Website. You may set your browser to notify you when you receive a cookie. Many web browsers also allow you to block cookies. If you block cookies, you may not be able to access certain parts of our Website. You can disable cookies from your computer system by following the instructions on your browser or at [www.youradchoices.com](http://www.allaboutcookies.org).

We do not use cookies, trackers or otherwise collect personal information about your online activities over time and across different websites when you visit our Website or use our Services, nor do we allow third parties to do so.

We use Google Analytics to evaluate only the use of our Website. Google Analytics uses cookies and other identifiers to collect information, such as how often users visit our Website, what pages they visit when they do so, and what other websites they visited prior to visiting our Website. To learn more about how Google Analytics collects personal information, review [Google’s Privacy Policy](https://policies.google.com/privacy?hl=en-US#infocollect).

# **Do Not Track Signals**

Do Not Track (“DNT”) is a privacy preference that users can set in certain web browsers to send a signal to websites you visit indicating you do not wish to be tracked across websites over time. We do not respond to DNT signals on our Website at this time.

# **California Shine the Light**

California Civil Code Section 1798.83, also known as the “Shine the Light” law, permits California residents that have an established business relationship with a business to annually request, free of charge, information about certain categories of personal information a business has disclosed to third parties for those parties’ direct marketing purposes in the preceding calendar year. We do not disclose personal information to third parties for their direct marketing purposes.

# **Personal Information of Minors**

# Our Website and Services are not directed to minors under the age of 13, and we do not knowingly collect personal information from anyone under the age of 13. If you are aware that a child has provided us with personal information, please contact us. If we become aware that we have collected personal information from anyone under the age of 13 without verification of parental consent, we take steps to remove that information from our servers.

1. **How Long Do We Keep Your Information?**

We keep your personal information for as long as reasonably necessary to fulfill the purposes for collecting your personal information as described in this Policy, including to comply with our legal obligations. If you request us to delete your personal information, we will delete your personal information within one (1) month of your request. However, in certain cases, we may not be able to comply with your request if we need to retain your personal information as required by applicable law; thus, we will notify you in writing if we are unable to process your request and provide an explanation. When we no longer need your personal information, we will delete your personal information from our systems, or anonymize your personal information so that it is no longer identifiable.

1. **How Do We Protect Your Information?**

We implement and maintain reasonable security measures appropriate to the nature of the personal information that we collect, use, retain, transfer or otherwise process. Those measures include administrative, physical, and technical safeguards to protect the security, confidentiality, and integrity of personal information. However, data security incidents and breaches can occur due to a variety of factors that cannot reasonably be prevented; therefore, our safeguards may not always be adequate to prevent all breaches of security.

1. **Third Party Websites and Social Media Buttons**

Our Website or Services may contain links to other third party websites or social media buttons. We are not responsible for the privacy practices or the content of those third party websites or social media platforms. This Privacy Policy applies only to our business and the personal information we collect, and when you use a link to go from our Website or Services to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including those that have a link on our Website or Services, is subject to that website’s own privacy policies.

1. **International Data Transfers**

AppFlowy is incorporated in Singapore. As such, any personal information collected by us may be transferred, processed, and stored anywhere in the world, including but not limited to, the United States or other countries, which may have data protection laws that are different from the laws where you live. To the fullest extent allowed by applicable law and by accessing and using our Website or Services, you voluntarily consent to the cross-border transfer and hosting of such information. When we engage in any such transfers, we endeavor to safeguard your personal information by implementing and maintaining reasonable security measures appropriate to the nature of the personal information we collect and process.

1. **Changes To Our Privacy Policy**

We will review and update this Policy as required to keep current with applicable rules and regulations, new technologies and other security standards. We will post any changes to this Policy on the Website or Services or update the “Last Updated” date of the Privacy Policy. If the changes are material, you will be notified via a notice on our Website or Services, or by email.

# **Accessibility**

We are committed to ensuring that our communications are accessible to people with disabilities. To make accessibility-related requests or report barriers, please contact us at support@appflowy.io

1. **Contact Us**

If there are any questions regarding this Policy or to request a copy of this Policy in another format, you may contact us using the information below:

[support@appflowy.io](mailto:support@appflowy.io)