

Privacy Policy

Effective Date: March 11, 2019

This Privacy Policy describes how we manage, process and store personal data submitted in the context of providing our services. "Personal data" refers to any information relating to an identifiable individual or their personal identity.

CONSENT

In subscribing to our services, activating or starting our chatbot, creating account or filling in any contact, registration or sign up form on our website (www.aibotplanet.com) or other sites owned by AlBotPlanet, you agree and accept that we may gather, process, store and/or use the submitted personal data under the rules set forth below.

By giving your consent to us, you also retain the right to have your personal data rectified, to be forgotten and/or to be erased.

Do not continue to use www.aibotplanet.com website or the chatbot, if you do not accept all of the terms and conditions stated on this page.

PERSONAL DATA COLLECTED

Identity and contact details

Personal data are collected on our website by AlBotPlanet OU.

Data Protection Authority Declarations

You retain the right to lodge any complaints on data protection with [EU Data Protection Authorities](#) for EU/EEA Data Subjects, and the [Swiss Federal Data Protection and Information Commissioner](#) for Swiss Data Subjects.

Data collected on the site

When you subscribe to our services, activate and start our chatbot, register for events or other offerings, subscribe to newsletters, participate in online surveys, discussion groups, forums or our chat service the following data are collected and managed: email, first name, last names, company name, functional role, phones, password, IP address, time zones.

By using our services, the following data are collected and managed: log-on data and browsing data where you authorize it, optional profile information, subscription status, information that you downloaded to your account when open it on our website, any

credit card number and related verification information). Some data are collected automatically by reason of your activity on the site (see paragraph on cookies below).

Purposes of processing and legal basis

The principal purpose of collecting your personal data is to offer you a safe, optimum, efficient, and personalized experience. To this end, you agree and accept that we may use your personal data to:

- Provide our services, deliver the products and facilitate performance, including verifications relating to you, and to provide customer feedback and support.
- Resolve any problems to improve the use of our site and services.
- Personalize, assess, and improve our services, content and materials.
- Analyze the volume and history of your use of our services.
- Inform you about our services as well as our partners' services and/or promotional offers.
- Keep you up to date on the latest product announcements, software updates, software upgrades.
- Conduct online "Get Started" and "Click to Chat" sessions.
- Conduct questionnaires and surveys in order to provide better products and services to our customers and end users. Your completion of any questionnaires is voluntary.
- Prevent, detect, and investigate any activities that are potentially prohibited, unlawful or contrary to good practice.
- Comply with legal and regulatory obligations.

We use the personal data submitted to us only in accordance with the applicable data protection legislation. Our employees and third-party providers are under an obligation to respect data privacy.

Newsletter and marketing emails

You are easily able to unsubscribe by following the "unsubscribe" links included in every email. The same apply to our chatbot which you may activate and use.

Without systematically doing so, we may analyze and track the email click rates (times you click on a link in an email) and open rates (the fact that you opened an email) to assess performance rates on our mailouts you receive. The same apply to chatbots you use from us.

Testimonials

AlBotPlanet publishes a list of Customers & Testimonials on its site with information on customer names and job titles. AlBotPlanet undertakes to obtain the authorization of every customer before publishing any testimonial on its website (www.aibotplanet.com).

Third party disclosures

our services. AIBotPlanet ensures that it has in place clear data protection requirements for all of its third-party providers.

AIBotPlanet does not sell or rent your personal data to third parties for marketing purposes whatsoever.

In addition, AIBotPlanet does not disclose your personal data to third parties, except if: (1) you (or your account administrator acting on your behalf) requests or authorizes disclosure thereof; (2) the disclosure is required to process transactions or supply services which you have requested (i.e. for the purposes of processing an acquisition card with credit-card issuing companies); (3) AIBotPlanet is compelled to do so by a government authority or a regulatory body, in the case of a court order, a summons to appear in court or any other similar requisition from a government or the judiciary, or to establish or defend a legal application; or, (4) the third party is a subcontractor of AIBotPlanet in the carrying out of services (for example: AIBotPlanet uses the services of an internet provider or a telecommunications company).

Your data protection rights

In accordance with the The EU-U.S. and Swiss-U.S. Privacy Shield Frameworks and European General Data Protection Regulation 2016/679 (GDPR), you have a right of access, correction, and removal of your personal data which you may exercise by sending us a support ticket at contact@aibotplanet.com. Your requests will be processed within 30 days. We may require your request to be accompanied by a photocopy of proof of identity or authority.

You are also able at any time to modify personal data by logging into your account or sending us an email at contact@aibotplanet.com.

Cookies/Tracking

We use cookies and similar tracking technologies to track the activity on our website and hold certain information.

As a general rule, AIBotPlanet uses cookies to improve and personalize its website and/or measure its audience. Cookies are files saved to your local storage when browsing on the internet and in particular on our site. A cookie is not used to gather your personal data without your knowledge but instead to record information on site browsing which can be read directly by AIBotPlanet on your subsequent visits.

You can choose to decline acceptance of all cookies, but your ability to browse certain pages of the site may be reduced. The cookies used by AIBotPlanet are intended to enable or facilitate communication, to enable the services requested by users to be supplied, to recognize users when they re-visit the site, to secure payments which users may make, or other preferences necessary for the service requested to be supplied and to enable AIBotPlanet, internally, to carry out analyses on hit rates and browsing experience so as to improve content, to track email open rates, click rates, and bounce-

clickable banner with a text description). In accordance with the regulations that apply, AIBotPlanet will require your authorization before implanting any other kind of cookie to your local storage. To avoid being bothered by these routine requests for authorization and to enjoy uninterrupted browsing, you can configure your device to accept AIBotPlanet cookies, or we can remember your refusal or acceptance of certain cookies. By default, browsers accept all cookies.

When you access third party sites on our website, or when you are reading integration or social media links, cookies can be created by the companies disseminating these links. These third parties may be able to use cookies in the context of AIBotPlanet's services (partners or other third parties supplying content or services available on the AIBotPlanet site) and are responsible for the cookies they install, and it is their conditions on cookies which apply. AIBotPlanet assumes no liability regarding the possible use of cookies by third parties. For more information, you are advised to check the cookie policy directly on these third-party sites concerning their use of cookies.

THIRD PARTY DATA

To provide our services, we capture and store some information about you and uploading materials to AIBotPlanet when it is required:

- IP Addresses
- Request Headers
- Data submitted to us

This data listed above are stored on secure servers. We don't use data from uploaded files for anything, except for:

- Detecting MIME-types
- Converting or modifying media upon request from their Account owner
- Delivering files and their modified versions via our CDN upon request from Account owner.

You may also modify and or delete your data at any time from your account created on AIBotPlanet.

In no case does AIBotPlanet sell, share or rent out your stored data to third parties, nor does it use them for any purposes other than those outlined in this Policy.

Since you use AIBotPlanet services to get data from your users when, you are considered the data controller within the meaning of the GDPR, and AIBotPlanet is acting as a data processor. In this capacity, you are responsible in particular for:

- Making all the declarations necessary to the relative data protection authority.
- Complying with all current regulations in force.
- Obtaining the explicit consent of the persons concerned when collecting their personal data.

AlBotPlanet collects your personal data for the requirements of carrying out its contractual obligations as well as information about how and when you use our services, and we retain this data in active databases, log files or other types of files so long as you use our services, and in accordance with the current regulations in force.

AlBotPlanet in no way undertakes to store all your data indefinitely. You can access data so long as you hold an active account with us (no longer than 3 months after the closing of your account). The data may be deleted at any time during active use of your account in accordance with the provisions set forth above.

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact@aibotplanet.com.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

LOCATION OF DATA STORAGE AND TRANSFERS

AlBotPlanet complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Frameworks as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union and Switzerland to the United States. If there is any conflict between the terms of this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern.

SECURITY

Within the framework of its services, AlBotPlanet attributes the very highest importance to the security and integrity of its customers' personal data.

Thus and in accordance with the GDPR, AlBotPlanet undertakes to take all pertinent precautions in order to preserve the security of the data and, in particular, to protect them against any accidental or unlawful destruction, accidental loss, corruption, unauthorized circulation or access, as well as against any other form of unlawful processing or disclosure to unauthorized persons.

Moreover, to avoid in particular all unauthorized access, to guarantee accuracy and the proper use of the data, AlBotPlanet uses reliable third-party services.

Notwithstanding this, there is no absolute safety from piracy or hackers. That is why in

PRIVACY POLICY CHANGES

AlBotPlanet reserves the right to update this Privacy Policy at any time, in particular pursuant to any changes made to the laws and regulations in force. Any modifications made will be notified to you via our website or by email, to the extent possible, fourteen (14) days at least before any changes come into force.

AlBotPlanet may disclose Personal Data to trusted third parties as indicated in the Privacy Policy. AlBotPlanet requires that its agents and service providers that have access to Personal Data within the scope of this Privacy Shield Policy provide the same level of protection as required by the Privacy Shield Principles.

We may need to disclose Personal Data in response to lawful requests by public authorities, for law enforcement or national security reasons, or when such action is necessary to comply with a judicial proceeding or court order, or when otherwise required by law.

CHILDREN UNDER 13

AlBotPlanet does not collect Personal Information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use www.aibotplanet.com. If a child under 13 submits Personal Information and we learn that the Personal Information is the information of a child under 13, we will attempt to delete the information as soon as possible. If you believe that we might have any Personal Information from a child under 13, please contact us at contact@aibotplanet.com.

CalOPPA (California Online Privacy Protection Act)

California Online Privacy Protection Act (CalOPPA) is the first state law in the nation to require commercial websites and online services to post a privacy policy. The law's reach stretches well beyond California to require any person or company in the United States (and conceivably the world) that operates websites collecting PII from California consumers to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals or companies with whom it is being shared.

See more at: <http://consumercal.org/california-online-privacy-protection-act-caloppa/#sthash.0FdRbT51.dpuf>

According to CalOPPA, we agree to the following:

- Users can visit our website www.aibotplanet.com anonymously;
- Once this Privacy Policy is created, we will add a link to it on our home page or as a minimum, on the first significant page after entering our Website;

with our website; or (b) by email contact@aibotplanet.com or chatting with us via «Contact us» feature in the messenger.

GDPR

AlBotPlanet has further committed to cooperate with the panel established by the EU data protection authorities (DPAs) and the Swiss Federal Data Protection and Information Commissioner (FDPIC) with regard to complaints concerning data transferred from the EU and Switzerland.

Please feel free to contact us if you have any questions about AlBotPlanet's Privacy Policy or practices. You may contact our Data Protection Officer at contact@aibotplanet.com or at our mailing address below:

AlBotPlanet OU



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