

TeamCloudNative Privacy Policy

We respect your privacy and understand that when you use our services, you're making the choice to trust and share information with us. We take this responsibility seriously and work hard to protect the data you share. Thank you for choosing to work with TeamCloudNative ("Company" or "we" or "us") and visiting <https://teamcloudnative.com> to access our services (the "Website" or "Site" or "Services"). This Privacy Policy summarizes what types of information we may collect, how we use that information, and other key topics regarding your privacy and data protection. We collect this data to help us deliver services to you and improve the functionality of our platform.

When you use our Site, you are consenting to the collection and processing of your data as described in this Privacy Policy. Please also review our Terms of Service to better understand the conditions of using our Site or Services.

- Types of Data Collected.** We collect certain personal information provided by you, gathered from your use of our Services, generated from cookies and other similar technologies, and information related to advertising and analytics. Specifically, data collected about you includes the following: Company Name, Email Address, Cookies and Data Usage, usernames and passwords, Payment Information, as well as data collected by Service Providers, Location Data (if applicable), and your Usage Data ("Personal Data"). Throughout your use of our Services, certain operations data may be collected by us or third-party services we use as well, such as system logs, IP addresses, MAC addresses, browser or device type, operating system, technical identifiers, or other Personal Data for this purpose ("Usage Data"). If you give permission, we may collect and store information about your location ("Location Data").
- All About Cookies.** We do use cookies that contain data about your computer or device, such as a username, settings, browser history, or activities conducted while using our Services. Cookies help ensure your experience on our Site is a good one by helping save preferences, login information, and providing personalized features. The cookies we use are often called strictly necessary because of the basic functionality they provide. You can always opt to prevent these cookies from interacting with your device through your browser settings. If you would like to learn more about cookies and how they can be managed, check out: https://en.wikipedia.org/wiki/HTTP_cookie.
- Service Providers.** As a company, we use third-party software and platforms that may process your information under some circumstances ("Service Provider"). For example, we may use third-party analytics programs to understand user engagement or third-party payment processors to help receive and process payments for our Services. We highly recommend checking out the privacy policies and practices of our Service Providers to better understand how your data is handled. Specifically, we use the following Service Providers as a company:
Stripe, Amazon Web Service, Cloudflare, Postmark, Google Analytics, Twitter, Airtable, Crisp

4. **How The Company Uses Personal Data.** We use Personal Data to enhance your experience on our Site and improve our products and Services. Some information may be automatically gathered which will help us detect fraudulent activity. We may use your Personal Data to do the following:

Third Party Relationships. Use of Personal Data under this section include: (i) delivering services to you or a third-party business partner; (ii) enhancing your Site experience by providing product information to you; or (iii) fulfilling contractual obligations and relationships with third-party business partners.

Communication. This may include: (i) informing customers and partners of the Company about products, services, promotional events, and general marketing; (ii) responding to inquiries generated by the Site; or (iii) generating survey, marketing or advertising correspondence that invite participation.

Providing a Service. This may include delivering and providing a service, platform, or product to users including providing customer support services.

Managing users. We may use Personal Data to help users sign up and create their account, manage user groups, and provide Services to users and groups.

Site Development and Improvement. We may use Personal Data to: (i) tailor your Site experience to your preferences or improve usability; (ii) ensure technical security; and (iii) improve the Site or develop new websites or applications.

Legal Issues. We may have to use Personal Data to: (i) comply with certain obligations in retaining records for certain periods; (ii) establish or defend legal claims; (iii) comply with laws, regulations, or court orders; or (iv) prevent fraud, intellectual property infringement, violation of legal principles, or misuse of the Site.

5. **Sharing Personal Data.** Information that has been sufficiently anonymized or aggregated may be shared within the Company or with third parties for any purpose. Anonymized or aggregated information will not identify you individually. We may also share Personal Data with affiliated entities, third parties, Service Providers, or other groups necessary to carry out our business or comply with a legal obligation. We may also share certain information in situations like the following:

a. **Our Subsidiaries.** We may share Personal Data with other Company entities. Any Company entity given access to Personal Data will handle such data in a manner consistent with this Privacy Policy and any relevant data protection laws in the entity's jurisdiction.

b. **Hired Parties.** We may hire third parties to perform certain services for us. Some Personal Data may be shared in order for these third parties to perform these services on the Company's behalf.

- c. **Legal.** We may share Personal Data with third parties when there is a good faith belief that disclosure is required to: comply with certain obligations in retaining records for certain periods; (ii) establish or defend legal claims; (iii) comply with laws, regulations, or court orders; or (iv) prevent fraud, intellectual property infringement, violation of legal principles, or misuse of the Site. We may also share Personal Data in the event of a sale, purchase, merger, or dissolution of the Company, which will be handled in accordance with this Privacy Policy.
- d. **Consent.** The Company may share Personal Data with your permission or consent.

6. **Security.** The Company takes reasonable steps to ensure Personal Data is secure. We take appropriate measures, via third-party service providers or otherwise, to provide sufficient protection of Personal Data that is disclosed or transferred. We also maintain reasonable safeguards to help protect the confidentiality and security of your personal information against unauthorized disclosure, misuse, or alteration. This cannot be guaranteed, and we will not be responsible for breaches of security beyond our reasonable control.

7. **Data Retention.** The amount of time we keep and retain Personal Data depends on the purpose and use of the information we collect. Certain legal requirements may dictate the specific time frames for information to be retained. In most cases, we will retain Personal Data for the shortest time necessary to provide our Services.

8. **Children.** If any user has indicated that they are a child that is less than 16 years old, parental consent and authorization will be required. On any child-facing Site or Service we provide, we will ask for a parent or legal guardian's verifiable authorization or consent for a child to access our Services before any information is collected from a child.

9. **Outbound Providers.** We do not own, manage, or monitor all of the websites or services that are used or linked within our platform. Our Privacy Policy is applicable only to our Services and not to any outbound services or websites. We are not responsible for the privacy practices or policies of any third parties or outbound companies.

10. **Do Not Track ("DNT") Requests.** Currently, our Services and Site do not support Do Not Track beacons.

11. **Changes to the Privacy Policy.** Any changes made to this Privacy Policy will be posted on our Site along with any accompanying information to supplement any changes. We reserves the right to make changes to this Privacy Policy at any time without prior notice. Modifications will apply only to Personal Data collected after the posting of any updates to the Privacy Policy.

12. **Information Regarding Your Rights Under the GDPR.** Residents of the European Union and European Economic Area are provided certain rights under the General Data Protection Regulation ("GDPR"). These rights allow you to correct, amend, delete, and limit the use of your Personal Information and include the following:

- a. **Access.** You may access and view the information stored about you;
- b. **Rectify.** You may rectify information about you that is incomplete or inaccurate;
- c. **Erase.** You may request that we erase the data we have stored about you;

- d. Restrict. You may request that the processing of your data is restricted;
- e. Portability. You have a right to ask us to transfer the information we have collected about you to another party or to you
- f. Object. You may object to any further processing of your data

You also have the right to complain to a Data Protection Authority about the collection and use of the Personal Information we collect. Please contact your local data protection authority in your relevant European Economic Area for further information regarding this process.

13. Information for California Residents. California residents have certain rights granted by California law. Pursuant to the California Consumer Privacy Act of 2018 (“CCPA”), California residents have the following rights as they pertain to the collection and handling of Personal Data: a right to access, to information, and to deletion of information. We have not within the last 12 months and do not currently sell personal information about our customers who reside in California. We may collect certain online, commercial, and technological identifiers during your use of our Services. We also collect information about you such as (i) direct identifiers, for example your contact information; (ii) personal information categories listed in the California Customer Records statute, for example certain payment details; (iii) protected classification characteristics under California or federal law, for example demographics; (iv) internet or similar network activity, for example your Site use activity, device information and other information as described in this Privacy Policy.

We collect this information from the following sources: (i) directly from you, for example from forms you fill out or information you provide when signing up for our Services; (ii) indirectly from you, for example from observing your interactions with our Site or other automated collection technology as described in this Privacy Policy; and (iii) from third-party sources that provide your website behavior and demographic information such as through our Service Providers.

We collect this information for business purposes and in order to provide you with the products and services you request. If you do not provide the information requested, we may not be able to provide you with these products or services.

- a. Verified Requests.** If you are a verified California resident and make any request to exercise your rights, we will respond within 45 days to your request. This timeframe may be increased by the Company for an additional 45 days, with such extension being sent to you before the expiration of the initial 45 days. In order to exercise any rights as a California resident, please e-mail such requests to info@teamcloudnative.com.

Only you, or someone legally authorized by you, may make a verifiable consumer request related to your personal information and Personal Data. You may also make a verifiable consumer request on behalf of your minor child. To designate an authorized agent to make a request on your behalf, please

email us at info@teamcloudnative.com or provide us with a power of attorney or other legally binding written document signed by you and identifying your agent. We may also verify the identity of your designated agent.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative, which may include authenticating your identity through your Website account or requesting supporting documentation to verify your identity. You must also describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it. We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create an account with us.

Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

b. Right to Access. You have a right to ask about the categories and specific details of Personal Data we have collected about you. This information may be delivered to you electronically in a portable and readily usable electronic format or through mail, at our option.

c. Right to Deletion. You have a right to request that we delete your Personal Data that has been collected or retained. This right is subject to certain limitations, such as needing to (i) correct any errors on our Site; (ii) detect, prevent, or protect against security incidents or fraudulent activity; (iii) exercise a legal right or ensure another individual can exercise their legal right; (iv) comply with the California Electronic Communications Privacy Act; (v) use the Personal Data solely for internal uses that are aligned with expectations based on your experiences and expectations of the Company; (vi) comply with legal needs or obligations; or (vii) comply with internal uses that are lawful and within the context in which the we obtained such information.

d. Right to Information. You have a right to request that we provide certain information about our collection and use of your Personal Data over the past twelve (12) months. This request can include the following: (i) specific categories of Personal Data that has been collected about you within the 12 months preceding the request and specific pieces of that personal information; (ii) categories of sources where the collected information came from; (iii) the business or commercial purposes for collecting or retaining such information; (iv) any categories of third parties who the Personal Data was shared with; (v) any categories of Personal Data that the Company has sold that are about you and the categories of the entities to whom the Company sold each category of Personal Data, and (vi) any categories of Personal Data that the Company has disclosed about you for a business purpose.

e. Non-Discrimination. We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not: (i) deny you goods or services; (ii) charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing

penalties; (iii) provide you a different level or quality of goods or services; (iv) suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

f. Other California Privacy Rights. California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our Website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email.

Questions Regarding Our Privacy Policy

If you have any questions about our Privacy Policy or use of Personal Data or need assistance, please contact us by email at info@teamcloudnative.com, or write to us at:

44 Montgomery

San Francisco, CA 94104