



PRIVACY POLICY

The purpose of this **Privacy Policy** ("Policy") is to inform users how we collect, use, disclose, and protect information that applies to the use of our Website or Platform Services (collectively "Services"). This Policy does not cover the use of information by third parties we do not control or employees we do not manage.

By using or accessing the Services, you are accepting the practices described in this Policy, and you are consenting to our processing of your information as set forth in this Policy now and as amended by us.

1. Data We Collect

- a. **Customer Information:** When you express an interest in obtaining additional information about the Services or register to use the Services, Meya.ai may collect certain contact information from you, such as name, organization name, address, email address and phone number. When registering for the Services you may be required to provide additional information that may include a credit card number or other banking or payment information. By providing information you are consenting to let us use and store such information consistent with this Policy.
- b. **Service Information:** We also collect Service information that is created or provided by you for such purposes and may include information provided by the user and message content which may be structured or unstructured and may or may not contain Personal Data. Meya.ai treats all messages in the conversational cloud as Personal Data. Any personal information you choose to submit in a public forum, testimonial, blog or chat room may be read, collected or used by others who visit these forums and Meya.ai is not responsible for the personal information you choose to submit in these forums.
- c. **Website:** Meya.ai's website utilizes commonly used information gathering tools like cookies and web beacons and our servers automatically record some information when the Services are used including information sent by browsers or mobile apps. This type of information could include devices Services are being used on, including the identity of the device, it's operating system, device settings, application IDs, unique device identifiers and crash data.

2. How We Use Data

- a. The data we collect is used to facilitate and enhance the use of the Services, manage Customer accounts, provide Customer support, enforce terms of use, manage our business and provide insights and statistics on an aggregated basis to help our Customers measure their performance, better understand their customers and improve their product and service offerings. We may also use it for other functions described to you at the time of collection.
- b. This Policy is not intended to place any limits on what we do with data that is aggregated and/or de-identified. It is no longer associated with an identifiable user or Customer of the Services and is therefore not Personal Data.



3. 3rd Party Data Sharing

- a. **Authorized Agents and Service Providers:** Meya.ai may retain third-party sub-processors ("Agents") who assist us in providing the Services and with conducting our business. These Agents may have access to Personal Data needed to perform their functions but are not permitted to share or use such information for any other purposes. Depending on the location of the Agents, processing of Personal Data by such Agents may involve transfers of Personal Data.
- b. Agents may include technical operators such as database monitoring, data storage and hosting services and customer support software tools.
- c. **Lawful Request:** Meya.ai may share or disclose data to comply with legal or regulatory requirements and to respond to lawful requests, court orders and legal process.
- d. **Change of Control:** In some cases, we may choose to buy or sell assets. In these types of transactions, customer information is typically one of the business assets that are transferred. Moreover, if Meya.ai, or substantially all of its assets, were acquired, or in the unlikely event that Meya.ai goes out of business or enters bankruptcy, customer information would be one of the assets that is transferred or acquired by a third party.

4. Security

- a. Meya.ai acts as a Data Processor on behalf of our Customers. Customers acts as a Data Controller, meaning the party that determines the purposes and means of the Processing of Personal Data. Meya.ai doesn't take responsibility for the use and disclosure of the Personal Data that users submit directly to a third party and it's the user's responsibility to read and consent to that organization's privacy notice.
- b. Meya.ai considers protection of Customer Data a top priority. Meya.ai uses commercially reasonable organizational and technical measures designed to prevent unauthorized access, use, alteration or disclosure of Customer Data stored on systems under Meya.ai's control.
- c. The Customer may optionally enter into an additional Data Processing Agreement ("DPA") with Meya.ai relating to the processing of Personal Data and Data Protection Laws. Information can be found here: <https://www.meya.ai/gdpr>
- d. Meya.ai's Services are hosted on Amazon Web Services (AWS). Amazon continually manages risk and undergoes recurring assessments to ensure compliance with industry standards. Amazon's data center operations have been accredited under: ISO 27001, SOC 1, 2 and 3, PCI Level 1, FISMA Moderate and Sarbanes-Oxley (SOX).

5. Children

- a. Although the Services are meant for a general audience, we restrict their use to individuals aged 16 and above. We do not knowingly seek or collect Personal Data from children under the age of 16. If you learn that a child under 16 has provided us with Personal Data without consent, please contact us.



6. Outside of US

- a. If you are accessing the Services from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States where our servers are located and our central database is operated. The data protection and other laws of the United States and other countries might not be as comprehensive as those in your country. Please be assured that we seek to take reasonable steps to ensure that your privacy is protected but by using the Services, you understand that your information may be transferred to our facilities and those Agents with whom we share it as described in this Policy.

7. Access, Correction and Deletion of Information

- a. Meya.ai acknowledges that individuals have the right to access the personal information that we maintain about them. If we receive a request from an individual to access or update Personal Data we have collected on behalf of a particular Customer, we will direct that individual to the relevant Customer. We will assist our Customers wherever possible in responding to individual access requests.
- b. If you submit Personal Data via our Website or otherwise provide us with your Personal Data, you may request access, updates or corrections of your Personal Data by submitting a written request to us. We may request certain Personal Data for the purposes of verifying your identity.

8. Changes to Policy

- a. This Policy may be updated from time to time for any reason, at our sole discretion. We will notify you of any material changes to our Policy by posting the new Policy on our Website. You are advised to consult this Policy regularly for any changes.
- b. By using or accessing the Services, you are accepting the practices described in this Policy, and you are consenting to our processing of your information as set forth in this Policy now and as amended by us.

9. Questions or Concerns

- a. If you have any questions or concerns about this Policy or our use of your personally identifiable information, please contact us.

10. Contact Us

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