



## **GOBOT PRIVACY POLICY**

Effective Date May 25, 2018

### **INTRODUCTION**

**Thanks for visiting Gobot. We take your privacy very seriously and will never sell your personal information to anyone!**

At Gobot LLC (“Gobot”) we want to be very transparent about how we treat your data. Our Privacy Policy explains how we collect, use, disclose, and protect information that applies to Gobot’s communication and chatbot builder service (the “Services”) and website at [www.getgobot.com](http://www.getgobot.com) (the “Site”), and your choices about the collection and use of your information. This includes personal information also collected by email, SMS, telephone, WAP or other means. By using or accessing the Site or Services, you are accepting the practices described in this Privacy Policy, and you are consenting to our processing of your information as described below.

This Privacy Policy forms an integral part of Gobot’s Terms and Conditions of Use and describes our privacy practices. Capitalized terms that are not defined in this Privacy Policy have the meaning given them in our Terms & Conditions of Use, which can be found [here](#).

Gobot is a communication and chatbot builder platform. Website owners use Gobot to easily build chatbots for their websites using a drag n’ drop interface, no programming required! The chatbots then run on their site and interact with their website visitors.

When you sign up for Gobot as a website owner so as to become a Gobot customer, Gobot collects basic information from you to set up your account and make sure the Services work for you such as your name, email address, password, website URL, payment information, company name, title, etc. If you are signing up through a platform, e.g., such as Shopify, Wordpress, BigCommerce, or Weebly etc., some of this information is automatically transferred to Gobot to facilitate your onboarding. Gobot

may also automatically collect device type, operating system, geographic location, browser type, Internet Service Provider, and various data related to usage of your website including pages visited, links clicked, non-sensitive text entered, mouse movements, referring URL, and cookie information as detailed below.

If you are website visitor chatting with a Gobot chatbot, Gobot also automatically collects some personal information but on a more limited basis such as as your device and browser type, operating system, and geographic location. You may volunteer some personal information such as your name or email address while interacting with a Gobot chatbot but that is completely voluntary on your part. All this information is controlled by the website operator not Gobot.

It is important to understand upfront that this Privacy Policy does not dictate or control how Gobot's customers treat data collected from their website visitors using a Gobot chatbot, which is covered by their own privacy policies. However, we do require in our terms and conditions of use that Gobot customers comply with all privacy laws with respect to any data collected by a Gobot chatbot.

Gobot is a service provider (a data processor) to Gobot Customers (data controllers) who use Gobot to build a chatbot for their own websites. Website visitors (or end users or "data subjects") visit Gobot Customer websites or applications and interact with Gobot chatbots built by Gobot Customers. Gobot collects end user information under the direction of its Customer, and has no direct relationship with the end user whose information it processes. When an end user visits Customer websites that use the Gobot Services, the Customer's privacy policy applies to that information collected instead of this Gobot Privacy Policy. A link to the Customer's privacy policy typically can be found on the Customer's website. As a data processor, Gobot solely processes all personal data as instructed by our Customers in accordance with Gobot's [Terms & Conditions of Use](#). This includes how Gobot collects information from end user browsers and devices when end users access a Customer website. Information collected by Gobot from the browsers and devices of end users upon their access to Gobot's Customers' websites with a Gobot chatbot on it is discussed above and listed in Section 14.

Of note, Gobot complies with the EU-US and US-Swiss Privacy Shield Frameworks as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries. Please see

Annex A of this Policy regarding Gobot's EU-US and US-Swiss Privacy Shield Certification Information.

We are serious about privacy at Gobot. Read on for more policy details. If you have any questions you can contact our CEO & President, who also serves as our data privacy officer, at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com).

## 1. HOW WE COLLECT AND USE INFORMATION

We collect the following types of information about you and your end customers:

**Information you provide us directly:** We ask for certain information such as your username, first and last name, email address, company, title, and credit card or billing information when you register for a Gobot account, or if you correspond with us. We may also retain any messages you send through the Service, and may collect information you provide in Content you post to the Service. We use this information to operate, maintain, and provide to you the features and functionality of the Service.

We receive and store any information you knowingly provide to us. For example, we collect Personal Information such as your name, email address, and browser information. You can choose not to provide us with certain information such as your credit card information, but then you may not be able to register with us or to take advantage of some of our features. We may anonymize your Personal Information so that you cannot be individually identified, and provide that information to our partners.

In order to provide you with the Services, we also receive and store any information you choose to provide us with respect to your customers ("End User Customers"). As part of our provision of the Services to you, if you install certain software code provided by us on your website, we will also track and collect End User Customer usage information on your website. We also use third parties to collect publicly available information relating to your End User Customers. The End User Customer information ("End User Customer Information") we receive and store typically includes names and email addresses of your customers as well as device and browser type, operating system, and geographic location, but will consist of any information you choose to provide us with. **Note that you are not authorized to use Gobot to collect sensitive personal information such as data consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data,**

**biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.**

**Information we may receive from third parties:** We may receive information about you from third parties, including, without limitation, our business partners, third-party suppliers and customers. For example, if you access our websites or Service through a third-party connection or log-in, for example, through Facebook Connect, by "following," "liking," adding the Gobot application, linking your account to the Gobot Service, etc., that third-party may pass certain information about your use of its service to Gobot. You should always review, and if necessary, adjust your privacy settings on third-party websites and services before linking or connecting them to the Gobot Service. You may also unlink your third-party account from the Service by adjusting your settings on the third-party service.

We use information to operate, maintain, and provide to you the features and functionality of the Service, as well as to communicate directly with you, such as to send you email messages and push notifications and to permit you to share content with others on the Service. We may also send you Service-related emails or messages (e.g., account verification, order confirmations, change or updates to features of the Service, technical and security notices). For more information about your communication preferences, see "Your Choices About Your Information" in Section 4 below.

**Use of cookies and other technology to collect information:** We automatically collect certain types of usage information when you visit our website or use our Service.

If you choose, you can set your browser to reject cookies or you can manually delete individual or all of the cookies on your computer by following your browser's help file directions. Note that turning off cookies may also disable functions of many websites you visit. Note that you can also disable cookies using the cookie banner on our website. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

When you visit the Service, we may send one or more cookies — a small text file containing a string of alphanumeric characters — to your computer that uniquely identifies your browser and lets us help you log in faster and enhance your navigation through the site. A cookie may also convey information to us about how you use the Service (e.g., the pages you view, the links you click, how frequently you access the Service, and other actions you take on the Service), and allow us to track your usage of the Service over time. We may collect log file information from your browser or mobile

device each time you access the Service. Log file information may include anonymous information such as your web request, Internet Protocol ("IP") address, browser type, information about your mobile device, referring / exit pages and URLs, number of clicks and how you interact with links on the Service, domain names, landing pages, pages viewed, and other such information. We may use first-party cookies to maintain a coherent scope for a user session across multiple pages on a single website. These cookies do not track the same user across unrelated domains and attempts to infer identity across domains is strictly prohibited. We may employ clear gifs (also known as web beacons) which are used to anonymously track the online usage patterns of our users. In addition, we may also use clear gifs in HTML-based emails sent to our users to track which emails are opened and which links are clicked by recipients. The information allows for more accurate reporting and improvement of the Service. We may also collect analytics data, or use third-party analytics tools, to help us measure traffic and usage trends for the Service. These tools collect information sent by your browser or mobile device, including the pages you visit, your use of third-party applications, and other information that assists us in analyzing and improving the Service.

When you access our Service by or through a mobile device, we may receive or collect and store a unique identification numbers associated with your device ("Device ID"), mobile carrier, device type and manufacturer, phone number, and, depending on your mobile device settings, your geographical location data, including GPS coordinates (e.g., latitude and/or longitude) or similar information regarding the location of your mobile device.

Our website includes Social Media Features, such as the Facebook Like button, and Widgets, or the LinkedIn and Twitter Share buttons that run on our website. These Features may collect your Internet protocol address, which page you are visiting on our website, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third-party or hosted directly on our website. Your interactions with these Features are governed by the privacy statement of the company providing it.

We also rely on the FullStory service to analyze your usage of Gobot exclusively to improve the functionality and usability of Gobot. FullStory collects information on your use of our Site, such as pages visited, links clicked, non-sensitive text entered, and mouse movements, as well as information more commonly collected such as the referring URL, browser, operating system, cookie information, and Internet Service Provider ("Usage Data"). FullStory does not use the Usage Data to identify website

visitors and does not disclose the Usage Data other than under the circumstances described in this Privacy Policy. FullStory's privacy policy can be found [here](#).

Gobot may use your information and data as agreed to in the Agreement and to:

- Remember information so that you will not have to re-enter it during your visit or the next time you visit the site.
- Provide custom, personalized content and information, including advertising.
- Provide and monitor the effectiveness of our Service.
- Monitor aggregate metrics such as total number of visitors, traffic, usage, and demographic patterns on our website and our Service.
- Diagnose or fix technology problems.
- Automatically update the Gobot application on your mobile devices.
- Process transactions between you and Gobot.
- Send emails about our Site or respond to inquiries.
- Send emails and updates about the Gobot Services, including newsletters.
- Provide support for the Gobot Services.
- Enhance or improve user experience, our Site, or Gobot Services.
- Monitor data to ensure that it complies with your contractual obligations to us.
- Perform any other function that we believe in good faith is necessary to protect the security or proper functioning of our Site or the Gobot Services.
- With your prior consent, we may post your personal testimonials along with those of other satisfied customers on our site in addition to other endorsements.

## **2. SHARING OF YOUR INFORMATION**

We neither rent nor sell your Personal Information or your End User Customers' Personal Information in personally identifiable form to anyone. We share such Personal Information in personally identifiable form only with third parties as described below. For further information on your choices regarding your information, see the section below called, "Your Choices About Your Information" in Section 4.

Remember, our Services allow you to connect with your website visitors. Information you include in your chatbots will be visible to your website visitors and may be searchable by search engines which may display certain of your information publicly. By using the Service, you consent to have your chatbot information displayed to your website visitors. Consider your own privacy and personal safety when logging in to our Service and sharing your information with anyone.

We may also share your personal information with:

- Other companies owned by or under common ownership as Gobot or our ultimate holding company (i.e., any organization that owns or controls us) and any subsidiaries it owns. These companies will use your personal information in the same way as we can under this Policy.
- Tools Gobot integrates with and third-party vendors, consultants and other service providers that perform services on our behalf, in order to carry out their work for us, which may include, but is not limited to, payment processing and tracking, subscription management, content or service fulfillment, or providing analytics services.
- The public and other members of the Service at your request. Any information or content that you voluntarily disclose for posting to the Service, such as Content (including any chatbots you create, including templates), becomes available to the public, as controlled by any applicable privacy settings. Any Content that you make public may be searchable by other users of the Service and subject to use under Gobot's API. Any party that uses Gobot's API is subject to the API Terms & Conditions of Use which incorporates the terms of this Privacy Policy. If you remove information that you posted to the Service, copies may remain viewable in cached and archived pages of the Service, or if other users of our Service have copied or saved that information (see Section 7 below).
- At your request or otherwise with your consent, third-party vendors, consultants and other service providers who will provide you with services, such as email service providers.
- As you use our Site or Service, you may interact with our business partners. In order to provide you with additional support, your name and email address may be shared with partners who created bot templates that you've used.
- Other parties in connection with any company transaction, such as a merger, sale of company assets or shares, reorganization, financing, change of control or acquisition of all or a portion of our business by another company or third-party or in the event of bankruptcy or related or similar proceedings.
- Third parties as required to (i) satisfy any applicable law, regulation, subpoena/court order, legal process or other government request, (ii) enforce our Terms & Conditions Agreement, including the investigation of potential violations thereof, (iii) investigate and defend ourselves against any third-party claims or allegations, (iv) protect against harm to the rights, property or safety of Gobot, its users or the public as required or permitted by law, (v) detect, prevent or otherwise address criminal (including fraud or stalking), security or

technical issues, or (vi) otherwise protect the security and integrity of our Service or protect the rights, property or personal safety of Gobot, our users or others.

**Ads on Gobot:** We may also share certain *non-personally identifiable information* such as your location, browser and cookie data and other data relating to your use of our Service with our business partners to deliver advertisements ("ads") that may be of interest to you. Gobot may allow third-party ad servers or ad networks to serve advertisements on the Service. These third-party ad servers or ad networks use technology to send, directly to your browser or mobile device, the ads and ad links that appear on the Service, and will automatically receive your IP address when they do so. They may also use other technologies (such as cookies, JavaScript, device identifiers, location data, and clear gifs, see above) to compile information about your browser's or device's visits and usage patterns on the Service, and to measure the effectiveness of their ads and to personalize the advertising content. Gobot does not sell, rent, or share the information we collect directly from you or about you from third parties with these third-party ad servers or ad networks for such parties' own marketing purposes.

Please note that an advertiser may ask Gobot to show an ad to a certain audience of Gobot users (e.g., based on demographics or other interests). In that situation, Gobot determines the target audience and Gobot may serve the advertising to that audience and only provide anonymous aggregated data to the advertiser. If you respond to such an ad, the advertiser or ad server may conclude that you fit the description of the audience they are trying to reach.

The Gobot Privacy Policy does not apply to, and we cannot control the activities of, third-party advertisers. Please consult the respective privacy policies of such advertisers or contact such advertisers for more information.

### **3. HOW WE STORE AND PROTECT YOUR INFORMATION**

**Storage and Processing:** Your information collected through the Service is stored and processed in the United States (US) or any other country in which Gobot or its subsidiaries, affiliates or service providers maintain facilities. If you are located in the European Union or other regions with laws governing data collection and use that may differ from US law, please note that we may transfer information, including personal information, to a country and jurisdiction that does not have the same data protection laws as your jurisdiction, and you consent to the transfer of information to the US or any other country in which Gobot or its parent, subsidiaries, affiliates or service providers



maintain facilities and the use and disclosure of information about you as described in this Privacy Policy. Please note, in this regard, that Gobot complies with the EU-US and US-Swiss Privacy Shield Framework as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries. Please see Annex A of this Policy regarding Gobot's EU-US and US-Swiss Privacy Shield Certification Information.

**Keeping your information safe:** Keeping your information safe: Gobot cares about the security of your information and uses commercially reasonable safeguards to preserve the integrity and security of all information collected through the Service. These safeguards include using Secure Socket Layer (SSL) Certificates. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. We also take reasonable steps (such as requesting a unique password) to verify your identity before granting you access to your account. We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information. All transactions are processed through a gateway provider and are not stored or processed on our servers. You are responsible for maintaining the secrecy of your unique password and account information, and for controlling access to your email communications from Gobot, at all times. However, Gobot cannot ensure or warrant the security of any information you transmit to Gobot or guarantee that information on the Service may not be accessed, disclosed, altered, or destroyed. Your privacy settings may also be affected by changes to the functionality of third-party sites and services that you add to the Service, such as social networks. Gobot is not responsible for the functionality or security measures of any third-party.

**Compromise of information:** In the event that any information under our control is compromised as a result of a breach of security, Gobot will take reasonable steps to investigate the situation and where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

#### **4. YOUR CHOICES ABOUT YOUR INFORMATION**

**Commercial and marketing communications:** We use the information we collect or receive to communicate directly with you. We may send you emails containing newsletters, promotions and special offers. For example, in order to provide you with additional support, your name and email address may be shared with partners who

created bot templates that you've used. If you do not want to receive such email messages, you will be given the option to opt out or change your preferences. We also use your information to send you Service-related emails (e.g., account verification, purchase and billing confirmations and reminders, changes/updates to features of the Service, technical and security notices). You may not opt out of Service-related emails (e.g., account verification, purchase and billing confirmations and reminders, changes/updates to features of the Service, technical and security notices).

**You control your account information and settings:** You may update your account information at any time by logging into your account and changing your profile settings. You can also stop receiving promotional email communications from us by clicking on the "unsubscribe link" provided in such communications. We make every effort to promptly process all unsubscribe requests. If you have any questions about reviewing or modifying your account information, you can contact us directly at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com).

**Online Advertising:** We may permit third-party online advertising networks to collect information about your use of our website over time so that they may display ads that may be relevant to your interests on our Service as well as on other websites or apps. Typically, the information collected for this purpose is collected through cookies or similar tracking technology. To opt out of the collection of any information through cookies or other tracking technology we suggest that you actively manage the settings on your browser or mobile device. You can also opt out of cookies using the cookie banner on our website. Please refer to your mobile device or browser's technical information for instructions on how to delete and disable cookies, and other tracking/recording tools. To learn more about cookies, clear gifs/web beacons and related technologies, you may wish to visit <http://www.allaboutcookies.org> and/or the Network Advertising Initiative's online resources, located at <http://www.networkadvertising.org>. Depending on your type of device, it may not be possible to delete or disable tracking mechanisms on your mobile device. Note that disabling cookies and/or other tracking tools prevents Gobot or its business partners from tracking your browser's activities in relation to the Service, and for use in targeted advertising activities by third parties. However, doing so may disable features available through the Service. If you have any questions about opting out of the collection of cookies and other tracking/recording tools, you can contact us directly at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com).

**How long we keep your Content:** Following termination or deactivation of your account, Gobot may retain your profile information and Content for a commercially reasonable time for backup, archival, or audit purposes consistent with law.

## **5. CHILDREN'S PRIVACY**

Gobot does not knowingly collect or solicit any information from anyone under the age of 18 or knowingly allow such persons to register as users. The Service and its content are not directed at children under the age of 18. In the event that we learn that we have collected personal information from a child under age 18 without verification of parental consent, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under 18, please contact us at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com).

## **6. LINKS TO OTHER WEB SITES AND SERVICES**

We are not responsible for the practices employed by websites or services linked to or from the Site or Service, including the information or content contained therein. Please remember that when you use a link to go from the Site or Service to another website, our Privacy Policy does not apply to third-party websites or services. Your browsing and interaction on any third-party website or service, including those that have a link or advertisement on our website, are subject to that third-party's own rules and policies. In addition, you agree that we are not responsible for and we do not have any control over any third-parties that you authorize to access your Content. If you are using a third-party website or service and you allow such a third-party access to your Content you do so at your own risk. This Privacy Policy does not apply to information we collect by other means (including offline) or from other sources other than through the Site or Service.

## **7. RIGHT TO ACCESS, EDIT, AND REMOVE YOUR INFORMATION**

You have a right to access personal information we hold about you. Whenever you use our Site or Services, we strive to make sure that the Personal Information is correct. If that information is wrong, we give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes. When updating your Personal Information, we may ask you to verify your identity before making any changes. We may reject requests that are not consistent with law, risk the privacy of others or would be extremely impractical. Because we may protect information from accidental or malicious destruction, even after information is deleted from the Gobot Services, it may not be immediately deleted from Gobot's servers.

To request removal of your Personal Information from our Site or Services, blog or social media, contact us at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com).

If an end user interacts with one of our Customers and the end user seeks to access, or correct, amend, or delete inaccurate data or no longer wants to be contacted by one of our Customers, we will request that the end user direct its inquiry to the Customer because the Customer is the data controller. If the Customer requests FullStory to remove the Personal Information, we will respond to their request within 30 days.

### **Rights for those covered by the General Data Protection Regulation (GDPR):**

To the extent you are covered by the European GDPR, you have a right to be informed of personal data processed by Gobot, a right to rectification/correction, erasure and restriction of processing. You also have the right to receive from Gobot a structured, common and machine-readable format of personal data you provided to us.

We can only identify you via your email address and we can only adhere to your request and provide information if we have personal data about you through you having made contact with us directly and/or you using our Site and/or Service. We cannot provide, rectify or delete any data that we store on behalf of our users or customers.

To exercise any of the rights mentioned in this Privacy Policy and/or in the event of questions or comments relating to the use of personal data you may contact us at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com).

Where you have provided consent, you may withdraw it at any time, without affecting the lawfulness of the processing that was carried out prior to withdrawing it. Whenever you withdraw consent, you acknowledge and accept that this may have a negative influence on the quality of the Gobot Site and/or Services. You further agree that Gobot shall not be held liable with respect to any loss and/or damage resulting from such withdrawal.

Where personal data is processed for the above purposes on the basis of Gobot's legitimate interests, under the GDPR, you may object to such processing at any time. To do so, please contact us at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com). In addition, you have the right to lodge a complaint with the data protection authority in your jurisdiction.

## **8. INTERNATIONAL TRANSFER AND DPAs**

We store and process information about you on computers in the United States. Privacy laws local to our servers and computers will apply to information we store about you. Depending on where you are based, European General Data Protection Regulations (GDPR) may also apply to you. Gobot is fully compliant with GDPR.

As indicated above, Gobot complies with the EU-US and US-Swiss Privacy Shield Frameworks as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries. Please see Annex A of this Policy regarding Gobot's EU-US and US-Swiss Privacy Shield Certification Information. We are also offering our EU and EAA based customers a Data Processing Agreement (DPA), which includes the EU approved model clauses. The DPA clarifies exactly how Gobot handles the data we process for you and provides the information and assurances you may need under the GDPR. Click [here](#) to access Gobot's DPA.

## **9. DO NOT TRACK SETTING**

We treat the data of everyone who comes to our site in accordance with this Privacy Policy, whatever their Do Not Track setting.

## **10. WHAT PERSONAL INFORMATION CAN I ACCESS?**

Through your account settings, you may access, and, in some cases, edit or delete the following information you may have provided to us:

- name & password
- email address
- profile photo
- company name
- position in company
- location
- credit card information

The information you can view, update, and delete may change as the Gobot website changes. If you have any questions about viewing or updating information we have on file about you, please contact us at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com). We will respond to your request to access within 30 days. Under California Civil Code Sections 1798.83-1798.84, California residents may be entitled to ask us for a notice identifying

the categories of personal information which we share with our affiliates and/or third parties for marketing purposes, and providing contact information for such affiliates and/or third parties. If you are a California resident and would like a copy of this notice, please submit a written request to [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com).

**Testimonials:** We post customer testimonials/comments/reviews on our Site which may contain personally identifiable information. We do obtain the customer's consent via email prior to posting the testimonial to post their name along with their testimonial. To request removal of your personal information from testimonials or comments please contact us at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com).

## **11. WHAT CHOICES DO I HAVE?**

You can always opt not to disclose information to us, but keep in mind some information may be needed to register with us or to take advantage of some of our special features. You may be able to add, update, or delete information as explained in Sections 7 and 10 above. When you update information, however, we may maintain a copy of the unrevised information in our records. We will retain your information for as long as your account is active or as needed to provide you services. You may request deletion of your account by contacting us at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com). Please note that some information may remain in our private records after your deletion of such information from your account. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements but absent legal requirements, we will delete your information within 90 days. We may use any aggregated data derived from or incorporating your personal information after you update or delete it, but not in a manner that would identify you personally.

## **12. CHANGES TO OUR PRIVACY POLICY**

Gobot may modify or update this Privacy Policy from time to time to reflect the changes in our business and practices, and so you should review this page periodically. When we change the policy in a material manner we will update the 'last modified' date at the top of this page. If you are a visitor to this Site and disagree with the Privacy Policy, you should leave the Site and/or cancel your Agreement with Gobot.

### **13. HOW TO CONTACT US**

If you have any questions about this Privacy Policy or the Service, please contact us at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com) or via postal mail at:

Gobot Attn: PRIVACY, Gobot LLC, 378 Crest Rd, Ridgewood, NJ 07450

We will make every effort to address your concerns.

### **14. NOTICE TO END USERS**

**If you are a visitor to a website running the Gobot service, this section applies to you.**

Information collected by Gobot from the browsers and devices of end users upon their access to Gobot's Customer's websites with a Gobot chatbot on it is listed below: device type, operating system, browser type, and geographic location. You can opt out of the appearance of any Gobot bot and of the collection of your information by clicking [here](#).

### **15. GOVERNING LAW**

This Privacy Policy forms an integral part of our [Terms & Conditions of Use](#). The Governing Law and Jurisdiction found in Terms & Conditions of Use shall also apply to this Privacy Policy.

## GOBOT PRIVACY POLICY EXHIBIT A

### GOBOT EU-US AND US-SWISS PRIVACY SHIELD CERTIFICATION INFORMATION

#### EU-US and US-Swiss Privacy Shield Certifications

The following information aligns Gobot's Privacy Policy with the requirements of the Privacy Shield self-certification process, and ensures Gobot's compliance with the EU-US and US-Swiss Privacy Shield Frameworks.

Gobot complies with the EU-US and US-Swiss Privacy Shield Frameworks as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries. Gobot has certified that it adheres to the Privacy Shield Principles of Notice, Choice, Accountability for Onward Transfer, Security, Data Integrity and Purpose Limitation, Access, and Recourse, Enforcement and Liability. If there is any conflict between the policies in this Privacy Policy (including Exhibit A) and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification page, visit [privacyshield.gov](http://privacyshield.gov).

In compliance with the EU-US and US-Swiss Privacy Shield Principles, Gobot commits to resolve complaints about your privacy and our collection or use of your personal information. European Union individuals with inquiries or complaints regarding this privacy policy should first contact Gobot at [max+privacy@getgobot.com](mailto:max+privacy@getgobot.com). We will investigate and attempt to resolve any complaints or disputes regarding the use or disclosure of personal data within 45 days of receiving your complaint.

Gobot has further committed to refer unresolved privacy complaints through the [EU Data Protection Authority](#) free of charge. For Swiss citizens, Gobot has further committed to refer unresolved privacy complaints through the [Swiss Federal Data Protection Protection and Information Commissioner](#) free of charge.

Please note that if your complaint is not resolved through these channels, under limited circumstances, a binding arbitration option may be available before a Privacy Shield Panel. To find out more about the Privacy Shield's binding arbitration scheme, click [here](#).



Gobot is subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC).

### **Organization Information**

Gobot LLC  
378 Crest Rd  
Ridgewood, NJ 07450

### **Organization Contact**

Valid individual within Gobot handling complaints, access requests, and any other issues concerning Gobot's compliance with the EU-US and US-Swiss Privacy Shield Framework:

Max Ronai  
Gobot, Founder & CEO  
max+privacy@getgobot.com

### **Types of information covered by Gobot's Privacy Policy**

Gobot's Privacy Policy covers: Personal data other than human resources data.

Human Resources Data refers to personal data about employees, past or present, collected in the context of the employment relationship. Information other than Human Resources data includes the following: customer, client, and visitor data.

### **Purposes for which Gobot collects and processes personal data in reliance on the Privacy Shield**

Please refer to Section 1 ("How we collect and use information") of this Privacy Policy. In particular, and regarding the disclosure of your Personal Data, please refer to Section 2 ("Sharing of your information") of this Privacy Policy.

In cases of onward transfer to third parties of data of EU individuals received pursuant to the EU-US and US-Swiss Privacy Shield, Gobot is potentially liable.

### **User's right to access their data**

Gobot acknowledges that EU and Swiss individuals have the right to access the personal information that we maintain about them. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate data, should direct his query to

max+privacy@getgobot.com. If requested to remove data, we will respond within a reasonable timeframe.

Please refer to Section 10 (“What personal information can I access?”) to find out about how to access, correct or delete your Personal Data.

Please refer to Section 11 (“What choices do I have?”) to find out about the choices and means available to you to limit use and disclosure of your Personal Data.

Location of Gobot’s privacy policy applicable to personal data covered under Gobot’s self-certification:

- Effective Date: May 25, 2018
- Gobot Privacy Policy accessible [here](#)
- EU Privacy Shield Addendum accessible [here](#)

Federal Trade Commission will serve as the statutory body and has jurisdiction to investigate claims against Gobot regarding possible unfair or deceptive practices and violations of laws or regulations covering privacy.