

Koopid Inc.

Privacy Policy

Effective Date: October 28, 2020

Protecting your private information is our priority. This Statement of Privacy applies to Koopid.ai and Koopid, Inc. and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to Koopid, Inc. include Koopid.ai and Koopid. Koopid provides a customer experience mobile, web, and online messaging solution leveraging text, voice, video, and other communication modalities. By using the Koopid websites, products and services you consent to the data practices described in this statement.

This Privacy Policy also applies if you use Koopid's products, applications, services, mobile application, or websites (collectively "Koopid Services") directly or through a Koopid customer, Koopid customer's website, or Koopid customer's mobile application. This Privacy Policy also applies if you use Koopid's Services connected to 3rd party services such as social media platforms, messaging solutions, or other 3rd party hosted services and applications.

Collection of your Personal Information

In order to better provide you with products and services offered by Koopid may collect personally identifiable information, such as your:

- Name, address, and other contact information
- Surveys, transcripts, and recording of your communications with us
- Information provided on our website, message boards, Koopid social media accounts, and blogs
- Automatic information from web browser usage including IP address, browser type, page view counts, operating system, device type, page browsing information, referring website addresses.

When engaging with a company that uses Koopid Services, we may collect:

- Messaging and interaction transcripts or recordings on behalf of the company,
- Information on behalf of and/or requested by the company such as browsing related activity, online behavior and activities,
- Automatic information, such as IP address, operating system and device type used.

If you purchase Koopid Services, we may collect billing and credit card information. This information is used to complete your purchase transaction.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Koopid's public message board, blogs, or social media this information may be collected and used by others.

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services. These may include: (a) registration for an account from Koopid; (b) signing up for special offers from selected 3rd parties; (c) sending us an email message; (d) sending us a message through our messaging services for support, information, or other questions; (e) submitting your credit card or other payment information when ordering and purchasing product and services from Koopid.

We may collect information when you engage with Koopid or with a company that uses Koopid Services enabled on the company's website, mobile application, voice calls, video calls, messaging, SMS, social media accounts, social messaging accounts, or other customer engagement solutions.

Use of your Personal Information

Koopid collects and uses your personal information to operate its websites and deliver the service you and our customers have requested.

Koopid may also use your personally identifiable information to inform you of other products and services available from Koopid and its affiliates.

We may aggregate information so that it is not personally identifiable and use and share such aggregated information for training and quality assurance purposes and deliver and improve our products and services. Koopid may analyze anonymized or aggregated information including through automated systems and machine learning to improve our services and/or our customer's experiences.

Sharing Information with Third Parties

Koopid does not sell, rent or lease its customer lists to third parties.

Koopid may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Koopid or the site; (b) protect and defend the rights or property of Koopid; and/or (c) act under exigent circumstances to protect the personal safety of users of Koopid, or the public.

We use a limited number of 3rd party service providers to assist us in making our websites, products, and services available to our customers and users. For example, we may share data with 3rd parties who provide services to Koopid, such as credit card processing services, analytics and data storage services. These 3rd parties may access, process or store personal data in the course of providing their services.

Use of Cookies

The Koopid website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalize Koopid pages, or register with Koopid's products or services, a cookie helps Koopid to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Koopid website, the information you previously provided can be retrieved, so you can easily use the Koopid features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Koopid services or websites you visit.

Links

The Koopid website may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Security of your Personal Information

Koopid secures your personal information from unauthorized access, use, or disclosure. Koopid encrypts personal information, messages, and transcripts during transmission. Transcripts of interactions are stored and archived on secure, encrypted servers, hosted in secure data centers. Access is protected by multiple layers of control including firewalls, role-based access controls, authentication, and monitoring.

We strive to take appropriate security measures to protect against unauthorized access to our alteration of your personal information. Unfortunately, no data transmission over the Internet or a wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond our control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through this Site cannot be guaranteed.

If you are communicating with a customer that uses Koopid products and services you should review the privacy practices of that customer to understand which security measures they use.

If you use our mobile applications, access our mobile optimized websites or interact with a customer that uses Koopid products and services in its mobile application, we may receive information about your mobile device, including a unique identifier for your device.

Children Under Thirteen

Koopid does not knowingly collect personally identifiable 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 this website and Koopid products and services.

Communications

From time to time, Koopid may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication.

If you would like to stop receiving marketing or promotional communications via email from Koopid, you may opt out of such communications by contacting Koopid at info@koopid.ai.

If you receive SMS messages from Koopid, you may opt out by contacting us at info@koopid.ai.

If you receive SMS messages from one of our customers, you may opt out by following the opt out instructions provided by the customer you are communicating with. You may also contact us at info@koopid.ai, and we can help put you in touch with the customer regarding your request.

Changes to this Statement

Koopid reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our site, and/or by updating any privacy information on this page. Your continued use of the website and/or products and services after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

Contact Information

Koopid welcomes your questions or comments regarding this Statement of Privacy. If you believe that Koopid has not adhered to this Statement, please contact Koopid at:

Koopid, Inc.

Email address: info@koopid.ai

Effective as of October 28, 2020