

VISOR.AI IS COMMITTED TO PROTECTING YOUR PRIVACY. WE HAVE DEVELOPED THIS POLICY TO HELP YOU UNDERSTAND WHAT TYPE OF PERSONAL DATA WE COLLECT, USE AND SHARE AS WE INTERACT WITH YOU. WE ONLY USE THAT INFORMATION WHEN WE HAVE A PROPER LEGAL BASIS FOR DOING SO.

#### WHAT PERSONAL INFORMATION DO WE COLLECT?

In the context of rendering our Services, Visor.ai. may collect information about you. This information regularly includes the following:

- *If you create an account:* Your name, email address, and password.
- *If you use our chatbot and/or email bot:* Your name and all the information you enter on our chatbot.

#### WHY AND ON WHICH LEGAL BASIS DO WE COLLECT AND USE YOUR PERSONAL INFORMATION?

Please note that the notice on the legal grounds refers to the legal justifications under the GDPR, which only applies to our operations to the extent to which we service or monitor EU residents. The reasons for using your personal information may differ depending on the purpose of the collection.

#### HOW LONG DO WE KEEP YOUR INFORMATION?

Visor.ai, will store personal information for as long as necessary to fulfill the purposes of collecting personal data according to our legal obligations and legitimate business interests. In general, information obtained in our platform will be blocked from general access within a few days. It will be deleted within three (3) years after the end of us providing our platform unless an earlier deletion is requested or has been agreed upon, or statutory retention requirements require longer retention or we need to retain such data for our own legitimate interests, for example, the defense against IT security threats.

#### HOW DO WE PROTECT YOUR INFORMATION?

We implement a variety of security measures to maintain the safety of your personal information when you use our platform. Suppose any information under our control is compromised as a result of a breach of security. In that case, we will take reasonable steps to investigate the situation and, when appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

DOCUMENTS CONTAINING PERSONAL DATA

Visor.ai uses Google Drive for electronic storage of documents such as contracts and documents received or created by us. Some of these documents contain names, addresses, telephone numbers, email addresses, signatures, and other personal information. Access to these documents is restricted, and the information is used on a need-to-know basis only.

COOKIES

Visor.ai uses cookies to provide a better experience.

Cookies are small text files with relevant information sent by websites and stored by the access devices (computer, mobile phone/smartphone, or tablet) through the Internet browser (browser) when the user's device visits a website.

Some cookies are essential for the proper functioning of websites, improved browsing experience. On the other hand, others are used to recognize the user's device on the next visit or ensure user sessions' security and privacy.

Understand and save user's preferences for future visits.

Compile aggregate data about site traffic and site interactions to offer better site experiences and tools in the future.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since the browser is slightly different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, some features will be disabled. It won't affect the user's experience, making the site experience more efficient, but it may not function properly.

The table below details what cookies we use and their purpose:

Name	Provider	Purpose	Expiration
chatState	visor.ai	Maintain chat status (open/closed) between page navigation	20 days
widgetUserId	visor.ai	Unique ID assigned to a user to keep the session	20 days
io	socket.io	ID generated by socket.io to keep the connection server/front-end open from the chat	Session

The cookies used by Visor.ai on its Website do not collect personal information that allows the user to be identified, but only keep generic information, namely, the way and/or place of access of the user and the way he/she uses the Websites. Cookies only retain information related to the preferences of the User.

Session Cookies: These are temporary cookies that remain in the browser's cookie file until the browser abandons the web page, so there is no record on the user's hard drive. The information collected by these cookies serves to analyze traffic patterns on the site. Ultimately, this allows us to improve the content and usability of the site.

Analysis Cookies: These are those that are well handled by us or by third parties, allowing us to quantify the number of users and perform the measurement and statistical analysis of how users use the service offered. We examine your navigation on our site with the goal of improving the products or services that we make available to you.

Advertising Cookies: These are those that are well handled by us or by third parties, allowing us to manage in a more effective way the offer of advertising spaces that exist on the site, being able to analyze your browsing habits and show you advertising related to your browsing profile.

- *How to manage cookies?*

The cookies we use are designed to help you get the most from the platform, but most browsers allow you to change your cookie settings if you do not wish to receive cookies. Please note that if you choose to refuse cookies, you may not be able to use the platform's full functionality. These settings will typically be found in your browser's "options" or "preferences" menu.

## SECURITY

Visor.ai respects its clients and users' privacy, and the team behind this system makes significant efforts to protect all the data.

Keeping our clients and users' data secure is the most important role we play and we strive to make sure all the data sent through our platform is treated securely.

## CHATBOT

Our clients will establish which personal data their chatbot requires to provide the service, and Visor.ai Portugal, S.A. will act according to our clients' instructions.

Because our chatbot service offers an open text solution, any information typed into the chat logs will be processed. However, we offer features to protect personal data, such as anonymization, which will be used in accordance with our client's directives.

Our chatbot solution is hosted on Amazon Web Services (AWS) in Europe. AWS stores your data in the cloud and guarantees the security of the cloud.

We offer a unique environment per client which means that our clients' data is stored separately. The information is encrypted and anonymized by our client's directives.

### NEWSLETTER

Visor.ai distributes a newsletter twice a month on average, using the email service provider Hubspot.

When signing up to receive our newsletter, your email will be added to a list stored in Mailjet. Your email will not be disclosed to anyone in the organization apart from employees responsible for sending the newsletter to you.

Every email we send you will give you the option to unsubscribe from the newsletter. If you do choose to unsubscribe, your email will be permanently deleted from our list. Your email will also be deleted when we receive notification that your email is no longer active.

### COLLECTION AND ARCHIVING OF CVs

Visor.ai, receives and archives CVs and job applications that are sent to us through the email: [info@visor.ai](mailto:info@visor.ai) or [careers@visor.ai](mailto:careers@visor.ai), which is stored on email and Google Drive.

This information will be kept for as long as it is relevant for the hiring process and no longer than three (3) years. If you have sent us a CV or job application and would like us to delete it, please contact us at [careers@visor.ai](mailto:careers@visor.ai).

### UPDATES TO THIS PRIVACY POLICY

This Privacy Policy may be reviewed and updated.

### CONTACT INFORMATION

If you would like to: access, correct, change or delete any personal information we have about you, register a complaint, or simply ask for more contact information at [info@visor.ai](mailto:info@visor.ai) or by mail to:

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