

## Visor.ai Privacy Policy

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, we 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:*** 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, the notice on the legal grounds refers to the legal justifications under the GDPR which only applies to our operations to the extent 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?

We will store personal information for as long as necessary to fulfil the purposes for which we collect the personal information, in accordance with our legal obligations and legitimate business interests. In general, information obtained in the course of providing our platform will be blocked from general access within a few days and deleted latest within 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 a longer retention or we need to retain such data for 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. In the event that any information under our control is compromised as a result of a breach of security, we 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.

### 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 information such as names, addresses, telephone numbers, email addresses, signatures and other personal information. The access to these documents is restricted and the information is used on a need-to-know basis only.

### COOKIES

Visor.ai use cookies to provide a better experience.

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

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

Understand and save user's preferences for future visits.

Compile aggregate data about site traffic and site interactions in order 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 browser is a little 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 that make your site experience more efficient and 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

- ***How to manage cookies?***

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

## **SECURITY**

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

Keeping our clients and users data secure it's 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 in order to provide the service, and visor.ai will act in accordance with instructions from our clients.

Because our chatbot service offers an open text solution, any information that is 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 the data from each of our clients is stored separately from one another. The information is encrypted and anonymized in accordance with our client's directives.

### **NEWSLETTER**

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

When signing up to receive our newsletter, your email will be added to a list stored in MailChimp. Your email will not be disclosed 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), which is stored on email and on Google Drive.

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