

Fiind AI Privacy Policy

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from <https://mspartners.fiind.ai> (the "Site") or our extensions such as Fiind AI for Outlook, Browser Extensions. The word "Platform" in this document includes the "Site", "Extensions" and any other suite of our product.

PERSONAL INFORMATION WE COLLECT

When you visit the Platform, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Platform, we collect information about the individual web pages or companies that you view, what websites or search terms referred you to the Platform, and information about how you interact with the Platform. We refer to this automatically-collected information as "Device Information."

We collect Device Information using the following technologies:

- "Cookies" are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- "Log files" track actions occurring on the Platform, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- "Web beacons," "tags," and "pixels" are electronic files used to record information about how you browse the Platform.
- "Intercom" cookies are used to support customers inside our platform
- "Fullstory" cookies are used to improve the user experience of our customers inside the platform and we don't save any user information or sessions outside our platform. For more information about fullstory, visit <https://www.fullstory.com>
- "Survicate" is used to offer on-demand surveys, questions to our users for better customer experience within our platform

Additionally, when you make a purchase or attempt to make a purchase through the Platform, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers, Debit/Wire Transfers), email address, and phone number. We refer to this information as "Order Information."

When you use our extensions such as Email extension for Outlook, Browser Extensions or CRM widget, we collect certain information from you, that includes the email addresses in the email, subject, websites that user visit, company or lead level information that is available in the CRM. This information is solely used to better serve our customers and are not shared outside the platform.

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Order Information that we collect generally to fulfill any orders placed through the Platform (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

Communicate with you;

Screen our orders for potential risk or fraud; and

When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Platform (for example, by generating analytics about how our customers browse and interact with the Platform, and to assess the success of our marketing and advertising campaigns).

SHARING YOUR PERSONAL INFORMATION

We share your Personal Information with third parties to help us use your Personal Information, as described above. For example, we use Google Analytics to help us understand how our customers use the Platform --you can read more about how Google uses your Personal Information here:

<https://www.google.com/intl/en/policies/privacy/> . You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout> .

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

DO NOT TRACK

Please note that we do not alter our Platform's data collection and use practices when we see a Do Not Track signal from your browser.

YOUR RIGHTS

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident, we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Platform), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

DATA RETENTION

When you place an order through the Platform, we will maintain your Order Information for our records unless and until you ask us to delete this information.

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at partnersupport@fiind.com or by mail using the details provided below:

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