

SOCIATE AI LIMITED

Privacy Policy

Your privacy is important to us. It is SOCIATE AI LIMITED's policy to respect your privacy and comply with any applicable law and regulation regarding any personal information we may collect about you, including across our website <https://sociate.ai> and other sites and digital platforms we own and operate (our "**Services**"). It also tells you about your rights and choices with respect to your personal information, and how you can contact us if you have any queries or concerns.

Personal information is any information about you which can be used to identify you. This includes information about you as a person (such as name, address, and date of birth), your devices, payment details, and certain information about how you use a website or online service.

The EU and UK General Data Protection Regulation ("**EU GDPR**", "**UK GDPR**", together "**GDPR**") distinguishes between organizations that process personal information for their own purposes (known as "**data controllers**") and organizations that process personal information on behalf of other organisations (known as "**data processors**"). We, SOCIATE AI LIMITED ("**Sociate**", "**we**" or "**us**"), located at the address provided in our Contact Us section, are a data controller with respect to the personal information you provide to us.

In the event our site contains links to third-party sites and services, please be aware that those sites and services have their own privacy policies. After following a link to any third-party content, you should read their posted privacy policy information about how they collect and use personal information. This Privacy Policy does not apply to any of your activities after you leave our site.

This Privacy Policy is effective as of 1 January 2025.

Last updated: March 2026

1. Information We Collect

Information we collect falls into one of two categories: "voluntarily provided" information and "automatically collected" information.

"Voluntarily provided" information refers to any information you knowingly and actively provide us when using or participating in any of our services and promotions.

"Automatically collected" information refers to any information automatically sent by your devices in the course of accessing our products and services.

a. Log Data

When you use our Services, our servers may automatically log the standard data provided by your web browser. It may include your device's Internet Protocol (IP) address, your browser type and version, the

pages you visit, the time and date of your visit, the time spent on each page, and other details about your visit.

Additionally, if you encounter certain errors while using our Services, we may automatically collect data about the error and the circumstances surrounding its occurrence. This data may include technical details about your device, what you were trying to do when the error happened, and other technical information relating to the problem. You may or may not receive notice of such errors, even in the moment they occur, that they have occurred, or what the nature of the error is.

Please be aware that while this information may not be personally identifying by itself, it may be possible to combine it with other data to personally identify individual persons.

b. Device Data

When you interact with our Services, we may automatically collect data about your device, such as:

- Device type
- Operating system
- Unique device identifiers
- Device settings
- Approximate geo-location data

We also use cookies and similar technologies to collect data about how you interact with our Services, including:

- Usage Information: Data on page views, navigation paths, and visitor interactions to help us identify trends (_ga, _ga* used by Google Analytics).
- Session Details: Aggregated information on how you move through the platform to improve usability (hjSessionUser*, hjSession* used by Hotjar).
- Authentication Data: Essential data used to maintain your login status and secure application functionality (auth-storage).

You can manage or withdraw your consent for non-essential cookies through our cookie consent banner. You may also control cookies through your browser settings.

Data we collect can depend on the individual settings of your device and software. We recommend checking the policies of your device manufacturer or software provider to learn what information they make available to us.

c. Personal Information

We may ask for personal information - for example, when you submit content to us, when you subscribe to our newsletter, when you register an account or when you contact us — which may include one or more of the following:

- Name
- Email
- Other contact details (such as address, phone number)
- The company you work for (if applicable)
- Login details
- Additional information including age and gender

- Information required for billing and financial purposes

d. User-Generated Content

We consider “user-generated content” to be materials (text, image and/or audio and video content) voluntarily supplied to us by our users for the purpose of publication on our website or re-publishing on our social media channels. All user-generated content is associated with the account or email address used to submit the materials.

Please be aware that any content you submit for the purpose of publication will be public after posting (and subsequent review or vetting process). Once published, it may be accessible to third parties not covered under this Privacy Policy.

e. Third-Party Provided Content

We may indirectly collect personal information about you from third-parties who have your permission to share it. For example, if you purchase a product or service from a business working with us, and give your permission for us to use your details in order to complete the transaction.

We may also collect publicly available information about you, such as from any social media and messaging platforms you may use. The availability of this information will depend on both the privacy policies and your own privacy settings on such platforms.

2. How We Collect and Use Personal Information

We may collect personal information from you when you do any of the following via our Services:

- Register for an account
- Sign up to receive updates from us via email or social media channels
- Post a comment or review or otherwise participate in our online community
- Use a mobile device or web browser to access our content
- Contact us via email, social media, or on any similar technologies
- When you mention us on social media

We may collect, hold, use, and disclose information for the following purposes, and personal information will not be further processed in a manner that is incompatible with these purposes:

- To provide you with the core features of our Services
- To enable you to customise or personalise your experience of our Services
- To contact and communicate with you
- For analytics, market research, and business development, including to operate and improve our website, associated applications, and associated social media platforms
- For advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you

- Conduct marketing and market research activities, including how visitors use our site, website improvement opportunities and user experience.
- To enable you to access and use our Services, associated applications, and associated social media platforms for internal record keeping and administrative purposes
- To comply with our legal obligations and resolve any disputes that we may have
- To attribute any content (e.g. posts and comments) you submit that we publish via our Services
- For security and fraud prevention, and to ensure that our sites and apps are safe, secure, and used in line with our terms of use for technical assessment, including to operate and improve our app, associated applications, and associated social media platforms.

We may combine voluntarily provided and automatically collected personal information with general information or research data we receive from other trusted sources. For example, our marketing and market research activities may uncover data and insights, which we may combine with information about how visitors use our Services to improve our Services and your experience on them.

If you do not provide personal information when requested, you may not be able to benefit from our Services if that information is necessary to provide you with them or if we are legally required to collect it.

3. Security of Your Personal Information

When we collect and process personal information, and while we retain this information, we will protect it within commercially reasonable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification.

Although we will do our best to protect the personal information you provide to us, we advise that no method of electronic transmission or storage is 100% secure and no one can guarantee absolute data security.

You are responsible for selecting any password and its overall security strength, ensuring the security of your own information within the bounds of our services. For example, ensuring any passwords associated with accessing your personal information and accounts are secure and confidential.

4. How Long We Keep Your Personal Information

We keep your personal information only for as long as we need to. This time period may depend on what we are using your information for, in accordance with this Privacy Policy. For example, if you have provided us with personal information as part of creating an account with us, we may retain this information for the duration your account exists on our system. If your personal information is no longer required for our stated purposes, we will delete it or make it anonymous by removing all details that identify you.

However, if necessary, we may retain your personal information for our compliance with a legal, accounting, or reporting obligation or for archiving purposes in the public interest, scientific, or historical research purposes or statistical purposes.

5. Children's Privacy

We do not aim any of our products or services directly at children under the age of 13 and we do not knowingly collect personal information about children under 13.

6. Disclosure of Personal Information to Third Parties

We may disclose personal information to:

- a parent, subsidiary or affiliate of our company
- third-party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, hosting and server providers, analytics, error loggers, debt collectors, maintenance or problem-solving providers, professional advisors, and payment systems operators
- our employees, contractors, and/or related entities
- our existing or potential agents or business partners
- credit reporting agencies, courts, tribunals, and regulatory authorities, in the event you fail to pay for goods or services we have provided to you
- courts, tribunals, regulatory authorities, and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise, or defend our legal rights
- third parties, including agents or sub-contractors who assist us in providing information, products, services, or direct marketing to you
- third parties to collect and process data

to an acquirer, investor, successor or assignee as part of any merger, acquisition, debt financing, investment, sale of assets, or similar transaction, as well as in the event of an insolvency, bankruptcy, or receivership in which information is transferred to one or more third parties as one of our business assets.

7. International Transfers of Personal Information

The personal information we collect is stored and/or processed in the United States of America, the United Kingdom of Great Britain and Northern Ireland, the European Economic Area and other locations where we or our partners, affiliates, and third-party providers maintain facilities.

The countries to transfer your personal information may not have the same data protection laws as the country in which you initially provided the information. If we transfer your personal information other countries: (i) we will perform those transfers in accordance with the requirements of applicable law; and (ii) we will protect the transferred personal information in accordance with this Privacy Policy. If you are based in the European Economic Area (“**EEA**”) and/or the United Kingdom (“**UK**”), please also see section 10.b of this Privacy Policy for more details.

Your Rights

Marketing permission: If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us using the details below.

Access: You may request details of the personal information that we hold about you.

Correction: If you believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant, or misleading, please contact us using the details provided in this Privacy Policy. We will take

reasonable steps to correct any information found to be inaccurate, incomplete, misleading, or out of date.

Complaints: If you believe that we have breached a relevant data protection law and wish to make a complaint, please contact us using the details below and provide us with full details of the alleged breach. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint. You also have the right to contact a regulatory body or data protection authority in relation to your complaint.

Unsubscribe: To unsubscribe from our email database or opt-out of communications (including marketing communications), please contact us using the details provided in this Privacy Policy, or opt-out using the opt-out facilities provided in the communication. We may need to request specific information from you to help us confirm your identity.

If you are an EEA or UK resident, please also see section 11.c for information about your rights.

8. Changes to This Policy

At our discretion, we may change our Privacy Policy to reflect updates to our business processes, current acceptable practices, or legislative or regulatory changes. If we modify this Privacy Policy, we will indicate the date of the latest revision at the top of this Privacy Policy.

Contact Us

For any questions or concerns regarding your privacy, you may contact us using the following details:

Sociate AI Limited Address: 7 Bell Yard, London, England, WC2A 2JR

Data Protection Officer

Ishita Satija
tech@sociate.ai

9. Additional Disclosures for GDPR Compliance

a. Legal Bases for Processing Your Personal Information

Data protection and privacy laws permit us to collect and use your personal information on a limited number of grounds, in which case, we will collect and use your personal information lawfully, fairly and in a transparent manner. If you are an EEA resident under 16 years old and we seek your consent to process your personal information, we will seek your parent or legal guardian's consent to process your personal information for that specific purpose.

We never directly market to any person(s) under 18 years of age.

Our lawful bases depend on the services you use and how you use them. This is a non-exhaustive list of the lawful bases we use:

Consent from You

Where you give us consent to collect and use your personal information for a specific purpose, you may withdraw your consent at any time using the facilities we provide; however, this will not affect any use of your information that has already taken place. Where you agree to receive marketing communications from us, we will do so based solely on your indication of consent or until you instruct us not to, which you can do at any time.

While you may request that we delete your contact details at any time, we cannot recall any email we have already sent. If you have any further enquiries about how to withdraw your consent, please feel free to enquire using the details provided in the Contact Us section of this Privacy Policy.

Performance of a Contract

Where you have entered into a contract with us, or in order to take preparatory steps prior to our entering into a contract with you. For example, if you contact us with an enquiry, we may require personal information such as your name and contact details in order to respond.

Our Legitimate Interests

Where we assess it is necessary for our legitimate interests, such as for us to provide, operate, improve and communicate our services. If you submit comments intended for publishing on our site, we may require some details about you in order to identify you as the content author. We consider our legitimate interests to include research and development, understanding our audience, marketing and promoting our services, measures taken to operate our services efficiently, marketing analysis, and measures taken to protect our legal rights and interests.

Compliance with Law

In some cases, we may have a legal obligation to use or keep your personal information. Such cases may include (but are not limited to) court orders, criminal investigations, government requests, and regulatory obligations. For example, we are required to keep financial records for a period of 7 years. If you have any further enquiries about how we retain personal information in order to comply with the law, please feel free to enquire using the details provided in the Contact Us section of this Privacy Policy.

b. International Transfers of Personal Information

If we transfer your personal information to countries outside of the UK or the EEA, we will:

- perform those transfers in accordance with the requirements of the GDPR;
- adopt appropriate safeguards for protecting the transferred data, including in transit, such as standard contractual clauses ("**SCCs**") and UK addendum to the SCCs, UK international data transfer agreement, binding corporate rules, and/or other legally acceptable means.

If you are located in the UK or the EEA, you may contact us for more information about the safeguards we use to transfer personal information outside of the UK or the EEA using the details provided in the Contact Us section of this Privacy Policy.

c. Your Data Subject Rights

Right to Restrict Processing: You have the right to request that we restrict the processing of your personal information if (i) you are concerned about the accuracy of your personal information; (ii) you believe your personal information has been unlawfully processed; (iii) you need us to maintain the personal information solely for the purpose of a legal claim; or (iv) we are in the process of considering your objection in relation to processing on the basis of legitimate interests.

Right to Object: You have the right to object to processing of your personal information that is based on our legitimate interests or public interest. If this is done, we must provide compelling legitimate grounds for the processing which overrides your interests, rights, and freedoms, in order to proceed with the processing of your personal information.

Right to be Informed: You have the right to be informed with how your data is collected, processed, shared and stored.

Right of Access: You may request a copy of the personal information that we hold about you at any time by submitting a Data Subject Access Request (DSAR).

Right to Erasure: You may have a right to request that we delete the personal information we hold about you at any time, and we will take reasonable steps to delete your personal information from our current records. If you ask us to delete your personal information, we will let you know how the deletion affects your use of our Services. There may be exceptions to this right for specific legal reasons which, if applicable, we will set out for you in response to your request.

Right to Portability: You may have the right to request a copy of the personal information we hold about you. Where possible, we will provide this information in CSV format or other easily readable machine format. You may also have the right to request that we transfer this personal information to a third party.

Right to Rectification: If personal information is inaccurate, out of date, or incomplete, individuals have the right to correct, update or complete that data. Collectively this is referred to as the right to rectification. Rectification may involve filling the gaps i.e. to have to have incomplete personal information completed - although this will depend on the purposes for the processing. This may involve adding a supplementary statement to the incomplete data to highlight any inaccuracy or claim thereof.

This right only applies to an individual's own personal information; a person cannot seek the rectification of another person's information.

Complaints: You have the right, at any time, to lodge a complaint with:

- If you are based in the UK, the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk);
- If you are based in an EU member state, a supervisory authority in your country of residence, place of work, or where an incident took place.

We would, however, appreciate the chance to deal with your concerns before you approach a supervisory authority, so please contact us in the first instance using the details below. Please provide us with as much information as you can about the alleged breach. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint.

d. Enquiries, Reports and Escalation

To enquire about SOCIATE AI LIMITED's Privacy Policy, or to report violations of user privacy, you may contact our Data Protection Officer using the details in the Contact us section of this Privacy Policy.

If we fail to resolve your concern to your satisfaction, you may also contact:

- If you are based in the UK, the Information Commissioner's Office (ICO), the UK Data Protection regulator:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: [0303 123 1113](tel:03031231113) (local rate)
Website: www.ico.org.uk

- If you are based in the EEA, a supervisory authority in your country of residence, place of work, or where an incident took place.

10. Additional Disclosures for U.S. States Privacy Law Compliance.

The following section includes provisions that comply with the privacy laws of these states (California, Colorado, Delaware, Florida, Virginia, and Utah) and is applicable only to the residents of those states. Specific references to a particular state (in a heading or in the text) are only a reference to that state's

law and applies only to that state's residents. Non-state specific language applies to all of the states listed above.

a. Do Not Track

Some browsers have a "Do Not Track" feature that lets you tell websites that you do not want to have your online activities tracked. At this time, we do not respond to browser "Do Not Track" signals.

We adhere to the standards outlined in this Privacy Policy, ensuring we collect and process personal information lawfully, fairly, transparently, and with legitimate, legal reasons for doing so.

b. California Privacy Laws - CCPA

Under California Civil Code Section 1798.83, if you live in California and your business relationship with us is mainly for personal, family, or household purposes, you may ask us about the information we release to other organizations for their marketing purposes. In accordance with your right to non-discrimination, we may offer you certain financial incentives permitted by the California Consumer Privacy Act, and the California Privacy Rights Act (collectively, CCPA) that can result in different prices, rates, or quality levels for the goods or services we provide. Any CCPA-permitted financial incentive we offer will reasonably relate to the value of your personal information, and we will provide written terms that describe clearly the nature of such an offer. Participation in a financial incentive program requires your prior opt-in consent, which you may revoke at any time.

Under California Civil Code Section 1798.83, if you live in California and your business relationship with us is mainly for personal, family, or household purposes, you may ask us about the information we release to other organizations for their marketing purposes. To make such a request, please contact us using the details provided in this Privacy Policy with "Request for California privacy information" in the subject line. You may make this type of request once every calendar year. We will email you a list of categories of personal information we revealed to other organisations for their marketing purposes in the last calendar year, along with their names and addresses. Not all personal information shared in this way is covered by Section 1798.83 of the California Civil Code.

c. California Notice of Collection

In the past 12 months, we have collected the following categories of personal information enumerated in the CCPA:

- Identifiers, such as name, email address, phone number, account name, IP address, and an ID or number assigned to your account.

For more information on information we collect, including the sources we receive information from, review the "Information We Collect" section. We collect and use these categories of personal information for the business purposes described in the "Collection and Use of Information" section, including to provide and manage our Service.

d. Right to Know and Delete

You have rights to delete your personal information we collected and know certain information about our data practices in the preceding 12 months. In particular, you have the right to request the following from us:

- The categories of personal information we have collected about you;

- The categories of sources from which the personal information was collected;
- The categories of personal information about you we disclosed for a business purpose or sold;
- The categories of third parties to whom the personal information was disclosed for a business purpose or sold; The business or commercial purpose for collecting or selling the personal information; and
- The specific pieces of personal information we have collected about you.

To exercise any of these rights, please contact us using the details provided in this Privacy Policy.

e. Shine the Light

In addition to the rights discussed above, you have the right to request information from us regarding the manner in which we share certain personal information as defined by applicable statute with third parties and affiliates for their own direct marketing purposes.

To receive this information, send us a request using the contact details provided in this Privacy Policy. Requests must include "Privacy Rights Request" in the first line of the description and include your name, street address, city, state, and ZIP code.

11. Additional Disclosures for Australian Privacy Act Compliance (AU)

International Transfers of Personal Information

Where the disclosure of your personal information is solely subject to Australian privacy laws, you acknowledge that some third parties may not be regulated by the Privacy Act and the Australian Privacy Principles in the Privacy Act. You acknowledge that if any such third party engages in any act or practice that contravenes the Australian Privacy Principles, it would not be accountable under the Privacy Act, and you will not be able to seek redress under the Privacy Act.

12. Additional Disclosures for Personal Information Protection and Electronic Documents Act (PIPEDA) Compliance (Canada)

a. Additional scope of personal information

In accordance with PIPEDA, we broaden our definition of personal information to include any information about an individual, such as financial information, information about your appearance, your views and opinion (such as those expressed online or through a survey), opinions held about you by others, and any personal correspondences you may have with us. While this information may not directly identify you, be aware that it may be combined with other information to do so.

As PIPEDA refers to personal information using the term Personally Identifying Information (PII), any references to personal information and PII in this Privacy Policy, and in official communications from SOCIATE AI LIMITED, are intended as equivalent to one another in every way, shape and form.

b. Valid Consent

Where you give us consent to collect and use your personal information for a specific purpose. You may withdraw your consent at any time using the facilities we provide; however this will not affect any use of your information that has already taken place. When you contact us, we assume your consent based on your positive action of contact, therefore you consent to your name and email address being used so we

can respond to your enquiry. Under PIPEDA, consent is only valid if it is reasonable to expect that an individual to whom the organisation's activities are directed would understand the nature, purpose, and consequences of the collection, use, or disclosure of the personal information to which they are consenting.

Where you agree to receive marketing communications from us, we will do so based solely on your indication of consent or until you instruct us not to, which you can do at any time.

While you may request that we delete your contact details at any time, we cannot recall any email we have already sent. If you have any further enquiries about how to withdraw your consent, please feel free to enquire using the details provided in the Contact Us section of this Privacy Policy.

c. International Transfers of Information

While SOCIATE AI LIMITED endeavours to keep, store and handle customer data within locations in Canada, it may use agents or service providers located in the United States (U.S.), European Economic Area (EEA) or United Kingdom (UK) to collect, use, retain and process personal information as part of providing services to you. While we use all reasonable efforts to ensure that personal information receives the same level of security in any other jurisdiction as it would in Canada, please be aware that privacy protections under U.S. laws may not be the same adequacy.

d. Customer Data Rights

Although PIPEDA does not contain an extensive set of consumer rights, it does grant consumers the right to:

- Access the personal information organisations hold about them;
- Correct any inaccurate or outdated personal information the organisation hold about them (or, if this is not possible, delete the inaccurate personal information)
- Withdraw consent for any activities for which they have consented (e.g. direct marketing or cookies)

e. Right to Withdraw Consent

Where you give us consent to collect and use your personal information for a specific purpose. Subject to some restrictions, you can, at any time, refuse to consent, or continue to consent to the collection, use or disclosure of their personal information by notifying us using the email address below in the "Contact Us" section. Withdrawal of consent may impact our ability to provide or continue to provide services.

Customers cannot refuse collection, use and disclosure of their personal information if such information is required to:

- be collected, used or disclosed as required by any law;
- fulfil the terms of any contractual agreement; and
- be collected, used or disclosed as required by any regulators including self regulatory organisations

While you may request that we delete your contact details at any time, we cannot recall any email we have already sent. If you have any further enquiries about how to withdraw your consent, please feel free to enquire using the details provided in the Contact Us section of this Privacy Policy.

f. Right of Access under PIPEDA

PIPEDA gives you a general right to access the PII held by businesses subject to this law. Under PIPEDA, you need to make your access request in writing and pay a minimal fee of \$30.00.

If any organisational fees seem unjust, you have the right to complain about this. We retain the right to decide how we disclose the copies of your PII to you. We will take all necessary measures to fulfil your request in 30 days from receipt, otherwise we must inform you of our inability to do so before the 30-day timeframe if:

- meeting the time limit would unreasonably interfere with our business activities; or
- the time required to undertake consultations necessary to respond to the request would make it impractical to meet the time limit.

We can also extend the time limit for the length of time required to convert the personal information into an alternative format. In these circumstances, we will advise you of the delay within the first 30 days and explain the reason for it.

g. Right of rectification under PIPEDA

You may request a correction to any factual errors or omissions within your PII. We would ask you to provide some evidence to back up your claim. Under PIPEDA, an organisation must amend the information, as required, if you successfully demonstrate that it's incomplete or inaccurate.

You may contact us at any time, using the information provided in the Contact Us section of this Privacy Policy if you believe your PII on our systems is incorrect or incomplete.

If we cannot agree on changing the information, you have the right to have your concerns recorded with the Office of the Privacy Commission of Canada.

h. Compliance with PIPEDA's Ten Principles of Privacy

This Privacy Policy complies with the PIPEDA's requirements and ten principles of privacy, which are as follows:

- **Accountability.** SOCIATE AI LIMITED is responsible for the PII under its control and will designate one or more persons to ensure organisational accountability for compliance with the ten principles of privacy under PIPEDA, whose details are included below. All personnel are accountable for the protection of customers' personal information.
- **Identifying purposes.** SOCIATE AI LIMITED identifies the purposes for which personal information is collected at or before the time the information is collected.
- **Consent.** Consent is required for SOCIATE AI LIMITED's collection, use or disclosure of personal information, except where required or permitted by PIPEDA or other law. In addition, when customers access a product or service offered by us, consent is deemed to be granted. Express consent may be obtained verbally, in writing or through electronic means. Alternatively, consent may be implied through the actions of customers or continued use of a product or service following SOCIATE AI LIMITED's
 - notification of changes.
- **Limiting collection.** Personal information collected will be limited to that which is necessary for the purposes identified by SOCIATE AI LIMITED.

- **Limiting use, disclosure and retention.** We will not use or disclose personal information for purposes other than those for which the information was collected, except with your consent or as required by law. We will retain personal information only for as long as is necessary to fulfil the purposes for collecting such information and compliance with any legal requirements.
- **Accuracy.** Personal information will be maintained by SOCIATE AI LIMITED in an accurate, complete and up-to-date format as is necessary for the purpose(s) for which the personal information was collected.
- **Safeguards.** We will protect personal information with security safeguards appropriate to the sensitivity of such information.
- **Openness.** We will make our policies and practices relating to the collection and management of personal information readily available upon request, including our brochures or other information that explain our policies, standards, or codes.
- **Customer access.** We will inform customers of the existence, use and disclosure of their personal information and will provide access to their personal information, subject to any legal restrictions. We may require written requests for access to personal information and in most cases, will respond within 30 days of receipt of such requests. Customers may verify the accuracy and completeness of their personal information, and may request the personal information be corrected or updated, if appropriate.
- **Challenging compliance.** Customers are welcome to direct any questions or inquiries concerning our compliance with this Privacy Policy and PIPEDA requirements using the contact information provided in the Contact Us section of this Privacy Policy.

i. Cookie Compliance

Our email interactions with our customers are compliant with Canadian Anti-Spam Legislation. The Company does not send unsolicited email to persons with whom we have no relationship. We will not sell personal information, such as email addresses, to unrelated third-parties. On occasion, your personal information may be provided to our third-party partners to administer the products and services you request from us.

When you leave our website by linking to another website, you are subject to the privacy and security policies of the new website. We encourage you to read the privacy policies of all websites you visit, especially if you share any personal information with them.

Please refer to our Cookie Policy for more information.

j. Enquiries, Reports and Escalation

To enquire about SOCIATE AI LIMITED's Privacy Policy, or to report violations of user privacy, you may contact us using the details in the Contact us section of this Privacy Policy.

If we fail to resolve your concern to your satisfaction, you may also contact the Office of the Privacy Commissioner of Canada:

30 Victoria Street
Gatineau, QC K1A 1H3
Toll Free: 1.800.282.1376
www.priv.gc.ca

