

## QUESTIONS OR CONCERNS

We take your privacy very seriously and invest a great deal into the security and accessibility of our websites, products, applications and services (collectively referred to as the “Services”).

This Privacy Policy (“Privacy Policy”) applies to the personal information that we collect about you through the Services made available by JetBridge Software Inc. d/b/a JetBridge (“JetBridge,” “we,” “us,” and “our”) located at [www.jetbridge.com](http://www.jetbridge.com). This Privacy Policy applies regardless of media platform (e.g., computer, smartphone, tablet, VR/AR, etc.) used to access our Services, but does not apply to any information submitted to us offline.

## YOUR CONSENT

By using the Services of JetBridge, you (“User”) agree to the terms of, and acknowledge that you understand the terms of, this Privacy Policy.

## INFORMATION WE COLLECT & HOW WE COLLECT IT

For the purposes of operating, improving, and monitoring the user experience of our Services and our operations, we collect certain information. Such information includes: (1) Non-Personal Information (information that cannot be used to identify you individually) and (2) Personal Information (information that is personal to you and can be used to identify you, such as your name, telephone number and email address) and may include all of the information set forth in California Business and Professions Code § 22577(a) and (3) Communications content that results from the use of the Services to provide a level of data to you about your email recipients, and (4) Usage data from the use of the Services so that we can provide tailored content to make the Services better and (5) Data you knowingly provide to us using an integrated 3rd party (such as Gmail or Outlook or Salesforce or Facebook) to register for the Services. For example, if you connect to our Services using Google OAuth feature or Salesforce’s CRM API, your content and data from those services may appear and be securely stored by JetBridge’s Services in order to provide the best user experience and the most convenient integrated access to your data, and such content and data is then covered under the JetBridge Privacy Policy. Such data may include email addresses and photos of your contacts as well as communications data that may include both text and voice communications. (6) Also, if you provide your information to third parties with which we collaborate to provide the Services, we may have access to that information.

We NEVER share or sell your CRM data or publicly expose your communications content without your explicit action and consent.

## HOW OUR APPLICATION ACCESSES, USES, STORES AND SHARES YOUR GOOGLE DATA

If you use our application with either the free or paid plans using your Google account, we use your Google data in the following ways: i) Calendar - to provide calendaring functionality by showing your email recipients free slots of available time in your Google calendar, allowing your recipients to choose one of those times so that our application can create a meeting invite for that recipient on your behalf, ii) Contacts - to provide users with access to search functionality of contacts in order to send emails through our own compose emails window and to support the use of pre-written email templates that are written and initiated by the user, iii) User Profile - to store the user’s first and last name to correctly set and display the email headers, iv) Basic Settings - to create filters on the user’s behalf so that our application may support the sending of different emails to each recipient in a multi-recipient email, so that our application may then present such emails as a single email to the user inside of Gmail, and v) Save and Update Drafts - our application needs to store certain information about your emails in order to save and update user’s email drafts.

## Non-Personal Information & Cookies/Web Beacons

When you access our Website, we may collect Non-Personal Information including, but not limited to, pages visited, hyperlinks used, type of device used, and the date and time spent on our Website. Also, we may share Non-Personal Information with third parties in the aggregate.

Collecting such Non-Personal Information may involve logging the IP address, operating system, and browser software used by individual site visitors, and from such information a user's Internet Service Provider, geographic location, and other data could be inferred, but nothing that can be used to personally identify you. We may use this information to understand how to service users and improve our Website and services. We may also use this information for research and anonymous reporting.

We may also use cookies and/or other technologies to store and help track information to provide members with customized services. A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a web site's computers and stored on your computer's hard drive. If you reject cookies, you may still use our web site, but your ability to use some areas of our site will be limited.

#### Personal Information

We only collect Personal Information that you provide to us knowingly. For example:

- If you register with us to receive email newsletters or other communications from us;
- If you contact us to sign up with JetBridge or log into the Websites or desktop or mobile applications;
- If you subscribe to our Services; or
- If you contact us for other reasons through the Websites, by phone and email or by desktop or mobile applications.
- If you use the Services to create an email signature or other features that has your personal information in it.
- If you register for our Services using a 3rd party such as OAuth using Gmail or Facebook Connect or the Salesforce API.
- If you leave us a review or product feedback and want to be identified publicly.

JetBridge collects Personal Information when you sign up for a trial or paid subscription service. When you sign up, we may ask for your name, email address, phone number and certain financial information, such as credit card information. When you sign up for a paid subscription, we may ask you to enter your credit card or ACH information.

#### COLLECTION OF INFORMATION BY THIRD PARTIES

Third parties cannot collect personally identifiable information about users while they are on any of the Services. However, JetBridge may partner with other companies that display advertisements. JetBridge does not control our business partners' use of information or their privacy policies.

#### HOW WE USE PERSONAL INFORMATION WE COLLECT

We use Personal Information in any of the following ways:

- To communicate with you periodically via email;
- To communicate with you if you contest the public accessibility of any article identified by any JetBridge search tool;
- To respond to you when you contact us. We may also archive this information and/or use it for future communications with you;
- To investigate any activities that may violate our policies or be illegal; or
- To manage and operate our Services in general.
- To provide a level of predictive insights into your communication recipients' behaviors using machine learning and artificial intelligence ("AI").
- To match users of our FREE plans with the most relevant advertisements.

- To use our email tracking Services to deliver important messages to you about our Services.

#### DISCLOSURE OF PERSONAL INFORMATION

Except as set forth in this Privacy Policy or as specifically agreed to by you, we will not disclose any identifiable Personal Information we gather from you through the Services.

**Third Party Service Providers/Program Partners.** We may share Personal Information with trusted third party vendors to help us in operating our Services. However, under all circumstances, such third party vendors will be required to maintain the confidentiality of your Personal Information either by contract with us or under the terms of their Privacy Policies.

**Legal and Governmental Authorities/Protection.** To comply with legal requirements that may arise, we may share your Personal Information if requested to do so by legal or government authorities. We also may share your Personal Information when necessary to investigate, prevent, or take action regarding illegal or suspected illegal activities and to protect and defend the rights, property, or safety of JetBridge and its staff, users of our Services, or others.

#### YOUR CHOICES AND COMMUNICATIONS PREFERENCES

You can manage your communications preferences by using the “opt-out” or unsubscribe mechanism. This opt-out mechanism may not be available for users of the free Coach plan at the discretion of JetBridge.

#### ACCESS, REVIEW, CHANGING, AND DELETING PERSONAL INFORMATION

You may review, edit, and delete the Personal Information you have provided to us. Please note, however, that even if you delete your information, there may still be residual information about you in our systems.

#### HOW WE RESPOND TO DO NOT TRACK SIGNALS

Your web browser settings may allow you to automatically transmit a “Do Not Track” signal to websites and online services you visit. Like many websites and online services, we do not alter its practices when it receives a “Do Not Track” signal from a visitor’s browser. To find out more about “Do Not Track,” please visit <http://www.allaboutdnt.com>.

#### YOUR RESPONSIBILITIES

You are responsible for ensuring the accuracy of the Personal Information you submit to us in order to receive communications from us. You can update your Personal Information at any time.

#### EXTERNAL LINKS

We may provide links to websites operated by outside parties. We do not disclose your Personal Information to these Third Party Websites without obtaining your consent. However, if you choose to interact with Third Party Websites from our Website, then your activities will be governed by the privacy policy on that Third Party Site and not by this Privacy Policy. We do not review and expressly do not endorse and are not responsible for the privacy policies and practices of any Third Party Websites.

#### SECURITY

We are committed to protecting the security of our users’ Personal Information. However, please note that we do not and cannot guarantee the security of Personal Information, and there is some risk that an unauthorized third party may find a way to circumvent our security systems, or that transmission of your information over the Internet will be intercepted. We disclaim all liability involving Personal Information submitted through our Website.

## CUSTOMER TESTIMONIALS

JetBridge may provide bulletin boards, blogs, or chat rooms on the Websites. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used to send you unsolicited messages. JetBridge is not responsible for the personal information you choose to submit in these forums.

By leaving a review or comment of the Services in a public forum hosted by JetBridge, you agree that JetBridge can use the content for testimonial purposes, include your name and profile picture should you supply one, or your social media profile picture should you decide to comment using a 3rd party service such as Facebook OAuth.

## CHANGING OUR PRIVACY POLICY

We review our privacy practices from time to time, and these practices are subject to changes and updates, which will be effective immediately. We will notify you of any material change to this Privacy Policy by posting a revised Privacy Policy page and by updating the Effective Date located at the bottom of this page. We will not apply any changes retroactively.

## GOVERNING LAW

This Privacy Policy shall be governed by the laws of the State of California, excluding any laws that might select the application of the laws of another jurisdiction.

## INTERNATIONAL USERS

We store and process Personal Information on servers in the United States or on a cloud. By using our Website, you agree and consent that your Personal Information may be transferred to, processed, and stored in facilities in the United States. While the data protection laws of California and the United States generally may not be as comprehensive or the same as those in the country where you are located, we take your privacy seriously and will adhere to the practices set forth in this policy.

## MINORS

The use of our services is not intended for anyone under the age of 18, and we do not knowingly track the personal identification information of minors. If we discover that we have received any information from anyone under 18, we will take reasonable steps to promptly delete that information. Contact [support@jetbridge.com](mailto:support@jetbridge.com) if you feel a minor has sent us their personal information.