

This LastBot Privacy Policy (“**Privacy Policy**”) is meant to help you understand what information we collect, why we collect it, and how you can update, manage, export, and delete your information.

LastBot, Inc., is a Delaware corporation, having offices at 971 Park Ranch Way, Sacramento, CA 95831 or an affiliate of LastBot Inc. as set forth in the applicable Service Order (referred to as “**LastBot**”, “**We**”, or “**we**”), having offices at 971 Park Ranch Way, Sacramento, CA 95831. For the purpose of the GDPR, the LastBot is the Data Controller.

You, an individual and a natural person whose information may be stored, managed, or processed using LastBot’s services, is referred to as “**User**”, “**You**”, or “**you**”.

We build a range of services that help people daily to explore and interact with the world in new ways. Our services include services made available through our Artificial Employees and other services available on web site lastbot.com including any other sites accessible through lastbot.com whether subdomains of lastbot.com or on other domains (“**Services**”) and the information systems providing such services (together “**LastBot Sites**”).

LastBot’s services may be made available to you as integrated via web sites, web applications, desktop applications, web user interfaces, smartphone apps of LastBot’s customers (“**Partners**”), who use LastBot’s products and services to provide enhanced services or products to you (“**Partner Services**”). In case you use a Partner Service, privacy and other policies of the Partner concerning the Partner Services apply to you. These policies may for example describe how you control what information the Partner Service collects and how that information is used.

Whether you use LastBot services directly or via a Partner, this Privacy Policy explains how we manage your information at LastBot.

If you have any questions about this Privacy Policy, you can contact us:

By email: [privacy@lastbot.com](mailto:privacy@lastbot.com)

By visiting this page on our website: [lastbot.com/privacy](https://lastbot.com/privacy)

## DEFINITIONS

**Account** means a unique account created for you to access our Service or parts of our Service.

An Account may also be created automatically when you register into or use Partner Services.

**Affiliate** means an entity that controls, is controlled by or is under common control with a party, where "control" means ownership of 50% or more of the shares, equity interest or other securities entitled to vote for election of directors or other managing authority.

**Business**, for the purpose of CCPA/CPRA, refers to the LastBot as the legal entity that collects Consumers' personal information and determines the purposes and means of the processing of Consumers' personal information, or on behalf of which such information is collected and that alone, or jointly with others, determines the purposes and means of the processing of consumers' personal information, that does business in the State of California.

**CCPA** and/or **CPRA** refers to California Consumer Privacy Act (the "CCPA") as amended by the California Privacy Rights Act of 2020 (the "CPRA").

**Consumer**, for the purpose of the CCPA/CPRA, means a natural person who is a California resident. A resident, as defined in the law, includes (1) every individual who is in the USA for other than a temporary or transitory purpose, and (2) every individual who is domiciled in the USA who is outside the USA for a temporary or transitory purpose.

**Cookies** are small files that are placed on your computer, mobile device or any other device by a website, containing the details of your browsing history on that website among its many uses.

**Data Controller**, for the purposes of the GDPR, refers to LastBot as the legal person which alone or jointly with others determines the purposes and means of the processing of Personal Data. In case you use Partner Services, the Partner providing such Services is Data Controller.

**Data Processor**, for the purposes of the GDPR, when you use via a Partner's Partner Services, refers to LastBot as the legal person which processes Personal Data on behalf of the Partner as a Data Controller.

**Device** means any device that can access the Service such as a computer, a cellphone, or a digital tablet.

**Do Not Track (DNT)** is a concept that has been promoted by US regulatory authorities, in particular the U.S. Federal Trade Commission (FTC), for the Internet industry to develop and implement a mechanism for allowing internet users to control the tracking of their online activities across websites.

**GDPR** refers to the EU General Data Protection Regulation.

**LastBot Sites** refers to our Artificial Employees and other services available on web site lastbot.com including any other sites accessible through lastbot.com whether subdomains of lastbot.com or on other domains and the information systems providing such services.

**Partner** refers to LastBot's customers, who use LastBot's products and services to provide enhanced services or products to You for example as integrated via web sites, web applications, desktop applications, web user interfaces, or smartphone apps.

**Partner Services** means services provided by Partners and made available to you as integrated via web sites, web applications, desktop applications, web user interfaces, smartphone apps, which use LastBot's products and services.

**Personal Data** is any information that relates to an identified or identifiable individual.

For the purposes of GDPR, Personal Data means any information relating to you such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity.

For the purposes of the CCPA/CPRA, Personal Data means any information that identifies, relates to, describes or is capable of being associated with, or could reasonably be linked, directly or indirectly, with you.

**Privacy Policy** is this LastBot Privacy Policy.

**Service** is a service made available through our Artificial Employees and other services available on LastBot Sites.

**Service Provider** means any natural or legal person who processes the data on behalf of the LastBot. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the LastBot in analyzing how the Service is used. For the purpose of the GDPR, Service Providers are considered Data Processors.

**Usage Data** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

**User** means you as the individual accessing or using the Service, or the company, or other legal entity on behalf of which you are accessing or using the Service, as applicable. Under GDPR, you can be referred to as the Data Subject.

**You** refers to the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable. You can also be referred to as “**User**”. Under GDPR, you can be referred to as the Data Subject or as the User as you are the individual using the Service.

## 1. INFORMATION LASTBOT COLLECTS

We collect information to provide better services to all our users — from figuring out basic stuff like which language you speak, to more complex things like which content you’ll find most useful or the people who matter most to you online. The information LastBot collects, and how that information is used, depends on how you use our services and how you manage your privacy controls.

When you use LastBot Sites, or Services directly or via a Partner Service, we collect information that we store with your account (“**Account**”), which we treat as personal information.

1. Things you create or provide to us. When you create an Account directly at LastBot Sites, you provide us with personal information that includes your name, photo, username and a password. You can also choose to add a phone number or payment information to your Account. Even if you aren’t signed in to your Account, you might choose to provide us with information — like an email address to communicate with LastBot or receive updates about our services.

If you sign to your Account via Partner Services, you may not have a separate password for your Account, when your identity is managed by Partner Service and shared with LastBot, and also in that case we create an Account that is associated with the information about you.

We also collect the content you create, upload, or receive from others when using our services. This includes things like messages and emails you write and receive, photos and videos you save, business documents you create, upload or receive, and comments you share in connection with our services.

2. Information we collect as you use our services.
  - a) Your apps, browsers & devices. We collect information about the apps, browsers, devices, and Partner Services you use to access LastBot services. This helps us provide features that adapt and optimize your experience, for example by adjusting user interface to your screen. The information we collect includes unique identifiers, browser type and settings, device type and settings, operating system, mobile network information including carrier name and phone number, and application version number. We also collect information about the interaction of your apps, browsers, and devices with our services, including IP address, crash reports, system activity, and the date, time, and

referrer URL of your request. We collect this information when a LastBot service on your device contacts our servers — for example, when you install an app from the Play Store or App Store or when a service checks for automatic updates. If you're using an Android or IOS device with LastBot apps, your device periodically contacts LastBot servers to provide information about your device and connection to our services. This information includes things like your device type and carrier name, crash reports, which apps you've installed, and, depending on your device settings, other information about how you're using your device.

- b) Your activity. We collect information about your activity in our services, which we use to help our services to serve your needs better. The activity information we collect depends on the services you use, how you use it, and may include: terms and content you search for, content you watch, views and interactions with content, voice and audio information, purchase activity, people with whom you communicate or share content and messages.
- c) Activity on and information shared by Partner Services. We collect information about your activity and other information on Partner Services in case and to the extent such Partner Services is configured to share your activity and other information with LastBot. Partner Services may choose to share your activity information to help our services to perform better, for example by providing additional contextual information helping our services to adapt to your specific needs and situation.
- d) Messaging and calls. If you use our services to make and receive calls or send and receive messages, we may collect call and message log information like your phone number, calling-party number, receiving-party number, forwarding numbers, sender and recipient email address, time and date of calls and messages, duration of calls, routing information, and types and volumes of calls and messages. In addition, we may record calls and messages including when a call is placed on hold or after a call is transferred to another party. We can use the recordings either in real-time or in batch processing to understand your communication so that LastBot services can best respond to your needs and situation. This may also include transcribing your phone call in real-time and synthesizing a response to you based on the content of what you said.
- e) Your location information. We collect information about your location when you use our services, which helps us offer features like search results for things near you, and content based on your general location. Your location can be determined with varying degrees of accuracy by: GPS and other sensor data from your device, by IP address, and information about things near your device, such as Wi-Fi access points, cell towers, and Bluetooth-enabled devices. The types of location data we collect depend in part on your device and Account settings. For example, you can turn your Android or IOS device's location on or off using the device's settings app.
- f) Information about you from publicly accessible sources. In some circumstances, LastBot also collects information about you from publicly accessible sources. For example, if your name appears in your local newspaper, LastBot's services may index that article and include it in your personal information. We may also collect information about you from trusted partners, such as directory services who provide us with business information to be displayed on LastBot's services, marketing partners who provide us with information about potential customers of our business services, and security partners who provide us with information to protect against abuse.

3. Technologies to collect and store data. We use various technologies to collect and store information, including Cookies, pixel tags, local storage, such as browser web storage or application data caches, databases, and server logs. We use Cookies and similar tracking technologies to track the activity on Our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze Our Service. The technologies We use may for example include:
- a) Cookies or Browser Cookies. A cookie is a small file placed on Your Device. You can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some parts of our Service. Unless you have adjusted your browser setting so that it will refuse Cookies, our Service may use Cookies.
  - b) Web Beacons. Certain sections of our Service and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the LastBot, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).
- Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on your personal computer or mobile device when you go offline, while Session Cookies are deleted as soon as you close your web browser. We use both Session and Persistent Cookies for the purposes set out below:

**i) Necessary / Essential Cookies**

Type: Session Cookies

Administered by: Us

Purpose: These Cookies are essential to provide you with services available through the LastBot Sites and to enable you to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services that you have asked for cannot be provided, and We only use these Cookies to provide you with those services.

**ii) Cookies Policy / Notice Acceptance Cookies**

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies identify if users have accepted the use of cookies on the LastBot Sites.

**iii) Functionality Cookies**

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies allow us to remember choices you make when you use the LastBot Sites, such as remembering your login details or language preference. The purpose of these Cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you use the LastBot Sites.

**iv) Tracking and Performance Cookies**

Type: Persistent Cookies

Administered by: Third-Parties

Purpose: These Cookies are used to track information about traffic to the LastBot Sites and how users use the LastBot Sites. The information gathered via these Cookies may directly or indirectly identify you as an individual visitor. This is because the information collected is typically linked to a pseudonymous identifier associated with the device you use to access the LastBot Sites. We may also use these Cookies to test new pages, features or new functionality of the LastBot Sites to see how our users react to them.

## 2. WHY LASTBOT COLLECTS DATA

We use data to build better services.

We use the information we collect from all our services for the following purposes:

1. Provide our services. We use your information to deliver our services, like processing and understanding the messages to and from you to provide relevant, accurate and correct communication.
2. Maintain & improve our services. We also use your information to ensure our services are working as intended, such as tracking outages or troubleshooting issues that you report to us. And we use your information to make improvements to our services — for example, understanding which our responses are helpful to improve the quality of our future responses.
3. Develop new services. We use the information we collect in existing services to help us develop new ones. For example, understanding how people respond to our sales agent will help us to create a better buying agent.
4. Provide personalized services, including content. We use the information we collect to customize our services for you, including providing recommendations, personalized content, and customized responses and results. We don't show you personalized content based on sensitive categories, such as race, religion, sexual orientation, or health unless you consent by choosing to use services that are explicitly designed to do so. An example is a health-related service, which may offer you an option to provide health information, if you choose so. More information about how we protect sensitive categories is in Section 9.
5. Measure performance. We use data for analytics and measurement to understand how our services are used. For example, we analyze data about your visits to our services to do things like optimize product design.
6. Communicate with you. We use information we collect, like your email address, to interact with you directly. For example, we may send you a notification if we detect suspicious activity, like an attempt to sign into your Account from an unusual location. Or we may let you know about upcoming changes or improvements to our services. And if you contact LastBot, we'll keep a record of your request in order to help solve any issues you might be facing.
7. Protect LastBot, our users, and the public. We use information to help improve the safety and reliability of our services. This includes detecting, preventing, and responding to fraud, abuse, security risks, and technical issues that could harm LastBot, our users, or

the public. We use different technologies to process your information for these purposes. We use automated systems that analyze your information to provide you with things like customized responses or other features tailored to how you use our services. And we analyze your content to help us detect abuse such as spam, malware, and illegal content.

We may combine the information we collect among our services and across your devices for the purposes described above.

If other users already have your email address or other information that identifies you, we may show them your publicly visible Account information, such as your name and photo. This helps people identify a message coming from you, for example.

We'll ask for your consent before using your information for a purpose that isn't covered in this Privacy Policy.

### **3. YOUR PRIVACY CONTROLS**

You have choices regarding the information we collect and how it's used.

In case you use LastBot services via Partner Service, the Partner Service may have privacy controls. Regardless, you can always check your information on LastBot by visiting this page on our website <https://lastbot.com/privacy>. You can request the information we have collected about you and submit a request for deletion or correction of your information.

There are other ways to control the information LastBot collects whether or not you're signed into Account, including:

1. Browser settings. For example, you can configure your browser to indicate when LastBot has set a Cookie in your browser. You can also configure your browser to block all Cookies from a specific domain or all domains. But remember that our services rely on Cookies to function properly, for things like remembering your language preferences.
2. Device-level settings. Your device may have controls that determine what information we collect. For example, you can modify location settings on your Android or IOS device.

### **4. SHARING YOUR INFORMATION**

1. When you share your information. Some of our services let you share information with other people, and you have control over how you share. For example, if you use LastBot service to automatically sell your car to the highest bidder, you may choose to share information about and photos of the car publicly or with a defined list of recipients. Remember, when you share information publicly, your content may become accessible through search engines.
2. When you're signed in and interacted with some LastBot services. When you have signed in, and leave comments to other users' content, your name and photo appear next to your activity.

3. When LastBot shares your information. We do not share your personal information with companies, organizations, or individuals outside of LastBot except in the following cases:
  - a. With your consent. We'll share personal information outside of LastBot when we have your consent. For example, if you use LastBot services to make a reservation through a booking service, we'll get your permission before sharing your name or phone number with the restaurant. We'll ask for your explicit consent to share any sensitive personal information.
  - b. With domain administrators. If you're a student or work for an organization that uses LastBot services, your administrator and resellers who manage your Account will have access to your Account. They may be able to:
    - i. Access and retain information stored in your Account.
    - ii. View statistics regarding your Account, like how many apps you install.
    - iii. Change your Account password.
    - iv. Suspend or terminate your Account access.
    - v. Receive your Account information in order to satisfy applicable law, regulation, legal process, or enforceable governmental request.
    - vi. Restrict your ability to delete or edit your information or your privacy settings.
  - c. For external processing. We provide personal information to our Affiliates and other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures. For example, we use service providers to help operate our data centers, deliver our products and services, improve our internal business processes, and offer additional support to customers and users. We also use service providers to help review content for public safety and analyze and listen to samples of saved user audio to help improve LastBot's audio recognition and processing technologies.
  - d. For legal reasons. We will share personal information outside of LastBot if we have a good-faith belief that access, use, preservation, or disclosure of the information is reasonably necessary to: Meet any applicable law, regulation, legal process, or enforceable governmental request.
  - e. Enforce applicable Terms of Service. This includes investigation of potential violations. To detect, prevent, or otherwise address fraud, security, or technical issues.
  - f. Protect against harm. Protect against harm to the rights, property or safety of LastBot, our users, or the public as required or permitted by law.

In addition, we may share information as follows:

1. Non-personally identifiable information. We may share non-personally identifiable information publicly and with our partners — like publishers, advertisers, developers, or rights holders. For example, we share information publicly to show trends about the general use of our services.
2. Analytics and Content Creation. We may use third-party Service providers to monitor and analyze the use of our Service, to analyze data and generate content.

We may use Google Analytics, which is a web analytics service offered by Google that



tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network. You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js and dc.js) from sharing information with Google Analytics about visits activity. You may opt-out of certain Google Analytics features through your mobile device settings, such as your device advertising settings or by following the instructions provided by Google in their Privacy Policy: <https://policies.google.com/privacy>. For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy>.

We may use LinkedIn for analytics to monitor and analyze the use of our Service, which is a web analytics service offered by LinkedIn that tracks and reports website traffic and users. LinkedIn Data Processing Agreement can be found in <https://www.linkedin.com/legal/l/dpa> and LinkedIn Privacy Policy in <https://www.linkedin.com/legal/privacy-policy>.

We may use Open AI for data processing such as analytics and content generation. Open AI's privacy policy can be found in <https://openai.com/policies/privacy-policy>, Data Processing Addendum in <https://openai.com/policies/data-processing-addendum> and other related policies in <https://openai.com/policies>.

3. **Payments.** We may provide paid products and/or services within the Service. In that case, we may use third-party services for payment processing (e.g. payment processors). We will not store or collect your payment card details. That information is provided directly to Our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information. When you use Our Service to pay a product and/or service via bank transfer, We may ask you to provide information to facilitate this transaction and to verify your identity.

If LastBot is involved in a merger, acquisition, or sale of assets, we'll continue to ensure the confidentiality of your personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

## **5. KEEPING YOUR INFORMATION SECURE**

We build security into our services to protect your information.

All LastBot products are built with strong security features that continuously protect your information. The insights we gain from maintaining our services help us detect and automatically block security threats from ever reaching you. And if we do detect something risky that we think

you should know about, we'll notify you and help guide you through steps to stay better protected.

We work hard to protect you and LastBot from unauthorized access, alteration, disclosure, or destruction of information we hold, including:

1. We use encryption to keep your data private while in transit.
2. We offer a range of security features, including an optional 2 factor authentication that you can enable to help you protect your Account.
3. We review our information collection, storage, and processing practices, including physical security measures, to prevent unauthorized access to our systems.
4. We restrict access to personal information to LastBot employees, contractors, and agents who need that information in order to process it. Anyone with this access is subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

## **6. EXPORTING & DELETING YOUR INFORMATION**

You can export a copy of your information or delete it from your Account at any time.

To delete your information, you can:

1. Delete your content from specific LastBot services or a group of services.
2. Delete your entire Account.

## **7. RETAINING YOUR INFORMATION**

We retain the data we collect for different periods of time depending on what it is, how we use it, and how you configure your settings:

1. Some data you can delete whenever you like, such as your personal info. You can also delete activity information saved in your Account. We'll keep this data in your Account until you remove it or choose to have it removed.
2. Other data is deleted or anonymized automatically after a set period of time, such as server logs.
3. We keep some data until you delete your Account, such as information about how often you use our services.
4. And some data we retain for longer periods of time when necessary for legitimate business or legal purposes, such as security, fraud and abuse prevention, or financial record-keeping.

When you delete data, we follow a deletion process to make sure that your data is safely and completely removed from our servers or retained only in anonymized form. We try to ensure that our services protect information from accidental or malicious deletion. Because of this, there may be delays between when you delete something and when copies are deleted from our active and backup systems.

## 8. COMPLIANCE & COOPERATION WITH REGULATORS

We regularly review this Privacy Policy and make sure that we process your information in ways that comply with it.

1. Data transfers. We use servers around the world and your information may be processed on servers located outside of the country where you live. Data protection laws vary among countries, with some providing more protection than others. Regardless of where your information is processed, we apply the same protections described in this policy. We also comply with certain legal frameworks relating to the transfer of data.
2. Complaints. When we receive formal written complaints, we respond by contacting the person who made the complaint. We work with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of your data that we cannot resolve with you directly.
3. U.S. state law requirements. Some U.S. state privacy laws like the California Consumer Privacy Act (CCPA) and Virginia Consumer Data Protection Act (VCDPA) require specific disclosures for state residents. This Privacy Policy is designed to help you understand how LastBot handles your information:
  - a) We explain the categories of information LastBot collects and the sources of that information LastBot collects.
  - b) We explain how LastBot uses information in Why LastBot collects data.
  - c) We explain when LastBot may disclose information in Sharing your information.
  - d) LastBot does not sell your personal information. LastBot also does not “share” your personal information as that term is defined in the CCPA.
  - e) We explain how LastBot retains information in Retaining your information. When LastBot anonymizes data to protect your privacy, we maintain policies and technical measures to avoid re-identifying that information.
  - f) State laws like the CCPA and VCDPA also provide the right to request information about how LastBot collects, uses, and discloses your information. And they give you the right to access and correct your information, and to request that LastBot delete that information. The VCDPA also provides the right to opt out of certain forms of profiling and targeted advertising. Finally, the CCPA and VCDPA provide the right to not be discriminated against for exercising these privacy rights. We describe the choices you have to manage your privacy and data across LastBot’s services in your privacy controls. These tools allow you to access, review, update and delete your information, as well as export and download a copy of it. When you use these tools, we’ll validate your request by verifying that you’re signed into your Account. If you have questions or requests related to your rights under the CCPA or VCDPA, you (or your authorized agent) can also contact LastBot. And if you disagree with the decision on your request, you can ask LastBot to reconsider it by responding to email address [privacy@lastbot.com](mailto:privacy@lastbot.com).
  - g) Your rights under the CCPA/CPRA. The CCPA/CPRA provides California residents with specific rights regarding their personal information. If you are a resident of California, you have the following rights:

- 1) The right to notice. You have the right to be notified which categories of Personal Data are being collected and the purposes for which the Personal Data is being used.
- 2) The right to know/access. Under CCPA/CPRA, you have the right to request that We disclose information to you about Our collection, use, sale, disclosure for business purposes and share of personal information. Once We receive and confirm your request, We will disclose to you: The categories of personal information We collected about you, The categories of sources for the personal information We collected about you, Our business or commercial purposes for collecting or selling that personal information, The categories of third parties with whom We share that personal information, The specific pieces of personal information We collected about you.
- 3) The right to say no to the sale or sharing of Personal Data (opt-out). We do not sell your Personal Data.
- 4) The right to correct Personal Data. You have the right to correct or rectify any any inaccurate personal information about you that We collected. Once We receive and confirm your request, We will use commercially reasonable efforts to correct (and direct our Service Providers to correct) your personal information, unless an exception applies.
- 5) The right to limit use and disclosure of sensitive Personal Data. You have the right to request to limit the use or disclosure of certain sensitive personal information We collected about you, unless an exception applies. To submit, please see the "Limit the Use or Disclosure of My Sensitive Personal Information" section or contact Us.
- 6) The right to delete Personal Data. You have the right to request the deletion of your Personal Data under certain circumstances, subject to certain exceptions. Once We receive and confirm your request, We will delete (and direct Our Service Providers to delete) your personal information from our records, unless an exception applies. We may deny your deletion request if retaining the information is necessary for Us or Our Service Providers to:
  - a. Complete the transaction for which We collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
  - b. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
  - c. Debug products to identify and repair errors that impair existing intended functionality.
  - d. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
  - e. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
  - f. Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or

- seriously impair the research's achievement, if you previously provided informed consent.
- g. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with Us.
  - h. Comply with a legal obligation.
  - i. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.
- 7) The right not to be discriminated against. You have the right not to be discriminated against for exercising any of your consumer's rights, including by:
- a. Denying goods or services to you.
  - b. Charging different prices or rates for goods or services, including the use of discounts or other benefits or imposing penalties.
  - c. Providing a different level or quality of goods or services to you.
  - d. Suggesting that you will receive a different price or rate for goods or services or a different level or quality of goods or services.
- 8) Exercising your CCPA/CPRA Data Protection Rights. In order to exercise any of your rights under the CCPA/CPRA, and if you are a California resident, you can contact Us:
- By email: [privacy@lastbot.com](mailto:privacy@lastbot.com)
  - By visiting this page on our website: [lastbot.com/privacy](https://lastbot.com/privacy)

Only you, or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a verifiable request related to your personal information. Your request to Us must:

- a. Provide sufficient information that allows Us to reasonably verify you are the person about whom We collected personal information or an authorized representative
- b. Describe your request with sufficient detail that allows Us to properly understand, evaluate, and respond to it

We cannot respond to your request or provide you with the required information if We cannot:

- a. Verify your identity or authority to make the request
- b. And confirm that the personal information relates to you

We will disclose and deliver the required information free of charge within 45 days of receiving your verifiable request. The time period to provide the required information may be extended once by an additional 45 days when reasonably necessary and with prior notice.

Any disclosures We provide will only cover the 12-month period preceding the verifiable request's receipt.

For data portability requests, We will select a format to provide your personal information that is readily usable and should allow you to transmit the information from one entity to another entity without hindrance.

If you are a California resident, you have the right to limit the use and disclosure of your sensitive personal information to that use which is necessary to perform the services or provide the goods reasonably expected by an average Consumer who requests such services or goods. We collect, use and disclose sensitive personal information in ways that are necessary to provide the Service. For more information on how We use your personal information, please see the "Use of Your Personal Data" section or contact us.

- 9) "Do Not Track" Policy as Required by California Online Privacy Protection Act (CalOPPA). Our Service does not respond to Do Not Track signals. However, some third-party websites do keep track of your browsing activities. If you are visiting such websites, you can set your preferences in your web browser to inform websites that you do not want to be tracked. You can enable or disable DNT by visiting the preferences or settings page of your web browser.
  - 10) Your California Privacy Rights (California's Shine the Light law). Under California Civil Code Section 1798 (California's Shine the Light law), California residents with an established business relationship with us can request information once a year about sharing their Personal Data with third parties for the third parties' direct marketing purposes. If you'd like to request more information under the California Shine the Light law, and if you are a California resident, you can contact Us using the contact information provided on the first page of this Privacy Policy.
  - 11) California Privacy Rights for Minor Users (California Business and Professions Code Section 22581). California Business and Professions Code Section 22581 allows California residents under the age of 18 who are registered users of online sites, services or applications to request and obtain removal of content or information they have publicly posted. To request removal of such data, and if you are a California resident, you can contact Us using the contact information provided on the first page of this Privacy Policy and include the email address associated with your Account.
4. Your rights under the GDPR.
- a) The LastBot undertakes to respect the confidentiality of your Personal Data and to guarantee you can exercise your rights. You have the right under this Privacy Policy, and by law if you are within the EU, to:
    - 1) Request access to your Personal Data. The right to access, update or delete the information We have on you. Whenever made possible, you can access, update or request deletion of your Personal Data directly within your Account settings section. If you are unable to perform these actions yourself, please contact Us to assist you. This also enables you to receive a copy of the Personal Data We hold about you.
    - 2) Request correction of the Personal Data that We hold about you. You have the right to have any incomplete or inaccurate information We hold about you corrected.

- 3) Object to processing of your Personal Data. This right exists where We are relying on a legitimate interest as the legal basis for Our processing and there is something about your particular situation, which makes you want to object to our processing of your Personal Data on this ground. You also have the right to object where We are processing your Personal Data for direct marketing purposes.
  - 4) Request erasure of your Personal Data. You have the right to ask Us to delete or remove Personal Data when there is no good reason for Us to continue processing it.
  - 5) Request the transfer of your Personal Data. We will provide to you, or to a third-party you have chosen, your Personal Data in a structured, commonly used, machine-readable format. Please note that this right only applies to automated information which you initially provided consent for Us to use or where We used the information to perform a contract with you.
  - 6) Withdraw your consent. You have the right to withdraw your consent on using your Personal Data. If you withdraw your consent, We may not be able to provide you with access to certain specific functionalities of the Service.
- b) Exercising Your GDPR Data Protection Rights. You may use the controls available on lastbot.com/privacy web site, or you may exercise your rights of access, rectification, cancellation and opposition by contacting Us by sending an email to [privacy@lastbot.com](mailto:privacy@lastbot.com). Please note that we may ask you to verify your identity before responding to such requests. If you make a request, We will try our best to respond to you as soon as possible. you have the right to complain to a Data Protection Authority about Our collection and use of your Personal Data. For more information, if you are in the European Economic Area (EEA), please contact your local data protection authority in the EEA.

## 5. Children's Privacy

Our Service does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided Us with Personal Data, please contact Us. If We become aware that We have collected Personal Data from anyone under the age of 13 without verification of parental consent, we take steps to remove that information from Our servers. If We need to rely on consent as a legal basis for processing your information and your country requires consent from a parent, we may require your parent's consent before We collect and use that information.

## 6. Your rights under the CCPA.

The CCPA also requires a description of data practices using specific categories. This table uses these categories to organize the information in this Privacy Policy.

<b>Categories of information we collect</b>	<b>Business purposes for which information may be used or disclosed</b>	<b>Parties with whom information</b>

		<b>may be disclosed</b>
<p><b>Identifiers and similar information</b> such as your name and password, phone number, and address, as well as unique identifiers tied to the browser, application, or device you’re using.</p> <p>Some services may provide the option to submit a valid ID (such as a passport or driver’s license) to verify your identity to use additional features.</p> <p><b>Demographic information</b>, such as your age, gender and language. For certain services, you can also choose to provide additional optional information, like your gender identity or race and ethnicity.</p> <p><b>Commercial information</b> such as your payment information and a history of purchases you make on LastBot’s services.</p> <p><b>Biometric information</b> such as your voice samples or facial recognition data, if you choose to provide it for certain services.</p> <p><b>Internet, network, and other activity information</b> such as your messages and calls; views and interactions with content; information about the interaction of your apps, browsers, and devices with our services (like IP address, crash reports, and system activity); and activity on third-party sites and apps that use our services including Partner Services. You can review and control activity data stored in your Account.</p>	<p><b>Protecting against security threats, abuse, and illegal activity:</b> LastBot uses and may disclose information to detect, prevent and respond to security incidents, and for protecting against other malicious, deceptive, fraudulent, or illegal activity. For example, to protect our services, LastBot may receive or disclose information about IP addresses that malicious actors have compromised.</p> <p><b>Auditing and measurement:</b> LastBot uses information for analytics and measurement to understand how our services are used, as well as to fulfill obligations to our partners like publishers, developers, or rights holders. We may disclose non-personally identifiable information publicly and with these partners, including for auditing purposes.</p> <p><b>Maintaining our services:</b> LastBot uses information to ensure our services are working as intended, such as tracking outages or troubleshooting</p>	<p><b>Other people with whom you choose to share your information</b>, like docs or photos, and videos or comments on LastBot services.</p> <p><b>Third parties with your consent</b>, such as services including Partner Services that integrate with LastBot’s services.</p> <p><b>Service providers</b>, trusted businesses or persons that process information on LastBot’s behalf, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.</p> <p><b>Administrators</b>, if you work or study at an organization that uses LastBot services.</p> <p><b>Law enforcement or other third parties</b>, for the legal reasons described in</p>



<p><b>Geolocation data</b>, such as may be determined by GPS, IP address, and other data from sensors on or around your device, depending in part on your device and Account settings. Depending on these settings, this may include precise location data.</p> <p><b>Audio, electronic, visual, and similar information</b>, such as voice and audio information.</p> <p><b>Communications data</b>, such as emails and messages, if you use our services to send and receive messages.</p> <p><b>Health information</b> if you choose to provide it, such as your medical history, vital signs and health metrics (like blood glucose levels), and other similar information related to your physical or mental health, in the course of using LastBot services that offer health-related features.</p> <p><b>Professional, employment, and education information</b>, such as information you provide, is available in public, or that is maintained through an organization using LastBot services at which you study or work.</p> <p><b>Other information you create or provide</b>, such as the content you create, upload, or receive (like photos and videos or emails, docs and spreadsheets).</p> <p><b>Inferences</b> drawn from the above, like your interest categories.</p>	<p>bugs and other issues that you report to us.</p> <p><b>Research and development:</b> LastBot uses information to improve our services and to develop new products, features and technologies that benefit our users and the public. For example, we use publicly available information to help train LastBot’s language and other models.</p> <p><b>Use of service providers:</b> LastBot shares information with service providers to perform services on our behalf, in compliance with our Privacy Policy and other appropriate confidentiality and security measures. For example, we may rely on service providers to help provide customer support.</p> <p><b>Legal reasons:</b> LastBot also uses information to satisfy applicable laws or regulations, and discloses information in response to legal process or enforceable government requests, including to law enforcement.</p>	<p>Sharing your information.</p>
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## 9. SENSITIVE CATEGORIES

1. We process information automatically. In this processing we have created the automation with the intent to protect sensitive categories of information as follows:
2. We intend to not extract the following data:
  - a) Race and Ethnicity
  - b) Religion
  - c) Sexual Orientation
  - d) Health and Medical Information
  - e) Mental Health
  - f) Genetic Information
  - g) Sexual History and Activity
  - h) Biometric Data
  - i) Social Security Numbers and ID Numbers
  - j) Children's Information
  - k) Trade Union Membership
  - l) Immigration Status
  - m) Location Data
  - n) Criminal History
3. Financial Information: We do not extract personal financial data details such as bank account details or/and debt. We do, however, collect information about the person's income level and socio-economic status. This information is for example used to determine the fit between products and services and a person. For example, we attempt to avoid recommending investment products which are only made available for accredited investors to persons who do not meet the criteria for such accreditation.
4. Vulnerable Populations: We do not extract data related to vulnerable populations, such as the elderly or disability status of individuals. We do, however, extract the age of the person, when available. This information is for example used to determine the fit between products and services and a person. For example, we attempt to avoid recommending certain senior housing options to people who are not in the age group that these products could be applicable to due to age limits imposed of the providers of such housing services.
5. Biological Characteristics: We do not collect information about an individual's physical characteristics, such as disability or pregnancy. We do, however, extract information on a person's interest. It is possible this information also implies information such a pregnancy. For example, if a person posts on social media about her pregnancy, we do not make an attempt to remove such information.
6. Gender Identity: We extract information about gender, when available, as a matter of biological fact. This information is for example used to determine the fit between products and services and a person. For example, we attempt to avoid recommending certain health products and services to people who are not of such gender that these products or services could be applicable to them due to the nature of the products or services.

7. **Political Affiliations:** We do not seek to extract information on a person's political affiliations. We do, however, extract information on a person's values, preferences, and interest. It is possible this information also contains information on political affiliations. For example, if a person posts on social media about the person's work in a political organization, we do not make an attempt to remove such information.
8. We use various sources available on the Internet to collect the data. This data - which is copied as-is basis as it is available from the Internet - is first stored in a temporary file storage. The data is automatically analyzed in accordance with this LastBot Privacy Policy. We do not make any assertions about the temporary copies of the data that we have collected directly from the Internet or its contents. The data in the temporary file storage is not shared with any party, and it is only machine processed except for research, development, troubleshooting, and support purposes, and to process privacy inquiries. The data in the temporary file storage is refreshed from time to time, and old data is removed from time to time as part of our automated process.
9. It is possible that some of the data we do not intend to extract could be indirectly reconstructed from the data we extract. For example, interest and social media activity about a religious organization may imply religious beliefs. We make no attempt to remove such information. For example, if a person posts about his/her interest about a religious movement, we do not attempt to remove such information from the person's interest list.
10. You can consent us extracting and processing sensitive categories of information about you by choosing to use services that are explicitly designed to do so. When subscribing to such a service, we will clearly indicate what information we will be processing. An example is a health-related service, which may offer you an option to provide us your health information to the extent you choose.

## 10. ABOUT THIS POLICY

1. When this policy applies. This Privacy Policy applies to all the services offered by LastBot and its Affiliates and Partner Services. Please note that if you use LastBot services via a Partner Service provided by a Partner, the policies agreed between you and the Partner will apply to your use of Partner Services. This Privacy Policy doesn't apply to services that have separate privacy policies that do not incorporate this Privacy Policy.
2. When this Privacy Policy doesn't apply to. The information practices of other companies and organizations that advertise or promote our services. Any services offered by other companies or individuals, including products, apps or sites they offer including Partner Services even in case they also include LastBot services to which this policy applies, or third-party products or sites linked from our services.
3. Changes to this policy. We change this Privacy Policy from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We always indicate the date the last changes were published, and we offer access to archived versions for your review. If changes are significant, we'll provide a more prominent notice (including, for certain services, email notification of Privacy Policy changes).
4. Interpretation. The words of which the initial letter is capitalized have meanings defined under the following conditions. The definitions shall have the same meaning regardless of whether they appear singular or plural.