

Privacy Policy

Last updated on: August 26, 2024

Definitions

- **SERVICES:** Products and services offered by Feldera, Inc. (“us”, “we”, or “our”), including through our website, located at <https://www.feldera.com> (the “Site”).
- **PERSONAL DATA:** Data by which an individual may be personally identified (such as their name or social security number) or contacted on or offline from those data (such as their email or mailing address). This also includes anything that constitutes ‘personal information,’ ‘personally identifiable information’ or similar under data protection laws.
- **USAGE DATA:** Data generated automatically by the Services or from Service infrastructure itself when the Services are accessed or used, including usage patterns, performance data and other data related to overall user behavior and system health.
- **COOKIES:** Small files stored on your device (computer or mobile device).

Introduction

Our Privacy Policy explains how we collect, use, maintain, safeguard, and disclose information we may collect from you or that you may provide when accessing or using our Services.

Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to access or use our Services. Your access or use of the Services indicates your agreement to the collection and use of information in accordance with this Privacy Policy. This Privacy Policy may change from time to time (see the section titled “Changes to Our Privacy Policy” below). Your continued use of the Services after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

This Privacy Policy applies to information we collect:

- Through interactive features on the Site
- In email, text, and other electronic messages between you and us
- When you access and use the Services

It does not apply to information collected by:

- Us offline or through any other means, including on any other website operated by us or any third party
- Any third party, including through any application or content (including advertising) that may link to or be accessible from or through the Services

PLEASE BE AWARE THAT THE SERVICES AND OUR NETWORKS ARE HOUSED ON SERVERS IN THE UNITED STATES. IF YOU ARE LOCATED OUTSIDE OF THE UNITED STATES, INFORMATION WE COLLECT (INCLUDING VIA COOKIES) IS PROCESSED AND STORED IN THE UNITED STATES, WHICH MAY NOT OFFER THE SAME LEVEL OF PRIVACY PROTECTION AS THE COUNTRY WHERE YOU RESIDE OR ARE A CITIZEN. BY USING THE SERVICES AND PROVIDING INFORMATION TO US, YOU CONSENT TO THE TRANSFER TO AND PROCESSING OF THE INFORMATION IN THE UNITED STATES.

How We Collect Data and Types of Data Collected

We collect several types of information from and about users of our Services, including:

- Personal Data
- Information that is about users of the Services but individually does not identify any particular user, such as geolocation data and Usage Data
- Information about users' internet connection and the equipment used to access and use the Services

We collect this data in three ways:

- Directly from you when you provide it to us
- Automatically as you navigate through the Services, including through Cookies
- From third parties, such as our service providers

Personal Data

While using our Service, we may ask you to provide certain personally identifiable information, including but not limited to:

- Email address
- First name and last name
- Social media account information

We may request this information from you directly when you reach out to us with questions, or you may be required to provide it when filling our forms on the Site, booking a demo or notifying us of issues with the Services.

Usage Data

We collect Usage Data your browser sends automatically whenever you visit or use our Services or access it through a mobile device. This may include:

- Internet Protocol address (IP address)
- Browser type and version
- Pages visited or resources accessed
- Date and time of visit
- Time spent on pages
- Unique device identifiers

When accessing the Service with a mobile device, additional information may be collected, such as device type.

We (and our service providers) use Cookies and similar tracking technologies to automatically collect Usage Data and track activity on our Services. 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 portions of our Services.

The information we collect automatically may include Personal Data and we may maintain it or associate it with Personal Data we collect in other ways or receive from third parties. It helps us to improve our Services and to deliver a better and more personalized offering.

Examples of Cookies we use:

- Session Cookies: To operate our Services.
- Preference Cookies: To remember your preferences.
- Security Cookies: For security purposes.
- Advertising Cookies: To serve relevant advertisements.

Use of Data

We use collected data for various purposes, including but not limited to:

- Providing and maintaining our Services
- Notifying you about changes to our Services
- Allowing you to participate in interactive features of our Services
- Providing customer support
- Gathering analysis or valuable information for improvement of our Services
- Monitoring usage of our Services
- Detecting, preventing, and addressing technical issues
- Fulfilling purposes for which you provide the information
- Carrying out obligations and enforcing rights arising from contracts
- Providing notices about your account and/or subscription
- Providing news, special offers, and general information about goods, services, and events
- Other purposes with your consent

We may also use your Personal Data to contact you with newsletters, marketing materials, and other information of interest. You can opt out of these communications by following the unsubscribe link.

Retention of Data

We retain your Personal Data only as long as necessary for the purposes outlined in this Privacy Policy. Usage Data is generally retained for a shorter period, except when used to strengthen security or improve functionality, or as required by law.

Disclosure of Data

We may disclose aggregated information our users, and information that does not identify any individual, without restriction.

We do not sell the Personal Data of our users, but we may disclose Personal Data that we collect or you provide as described below.

Disclosure for Law Enforcement

Under certain circumstances, we may disclose your Personal Data if required by law or in response to valid requests by public authorities.

Business Transaction

If we or our subsidiaries are involved in a merger, acquisition, or asset sale, your Personal Data may be transferred.

Other Cases

We may disclose your information to subsidiaries, affiliates, contractors, service providers, and other third parties to support our business, fulfill the purpose for which you provide it, or with your consent in other cases. We may also disclose your Personal Data to enforce our agreements with you, such as our Terms of Service, or if we believe disclosure is necessary to protect our rights, property, or safety, and that of our users.

Security of Data

While we strive to use commercially acceptable means to protect your Personal Data, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee its absolute security. Any transmission of Personal Data is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we use in connection with the Services.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Your State Privacy Rights

State consumer privacy laws may provide their residents with additional rights regarding our use of their Personal Data. The exact scope of these rights may vary by state.

We do not respond to Do Not Track signals.

Service Providers

We may employ third-party service providers to support our business and facilitate the operation and further development of the Services, including to analyze the use of our Services. We disclose your Personal Data to the service providers only to perform these tasks on our behalf and they are obligated not to disclose or use it for any other purpose.

However, these third-party service providers may collect their own information from or about you. We do not control third parties' collection or use of your information to serve interest-based advertising. These third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's [website](#).

Google Analytics

Google Analytics, a web analytics service by Google, tracks and reports website traffic. Google may collect data to provide advertisements of its own advertising network. For more information, visit [Google Privacy Terms](#).

HubSpot

HubSpot, an AI-powered platform provided by HubSpot, Inc., allows us to manage our customer communications, including our newsletters. HubSpot may collect information from you for its own purposes. For more information, visit: [HubSpot Privacy Policy](#).

PostHog

PostHog, a data analytics platform offered by PostHog, Inc., allows us to track geolocation data for analysis. PostHog may collect information from you for its own purposes. For more information, visit: [PostHog Privacy Policy](#).

Links to Other Sites

Our Services may contain links to other sites not operated by us. Review the privacy policy of every site visited, as we have no control over and assume no responsibility for the content, privacy policies, or practices of third-party sites or services.

Children's Privacy

Our Services are not intended for use by children under the age of 18 ("Child" or "Children"). We do not knowingly collect Personal Data from Children under 18. If you are under the age of 18, do not use our Services or provide any information through the

Site or Services or otherwise provide any information about yourself to us, including your name, address, telephone number, email address or any username you may use. If we learn that we have collected or received Personal Data from a Child without verification of parental consent, we will delete that information. If you become aware that a Child has provided us with Personal Data, please contact us for removal.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time and all changes are effective upon posting on this page. If we make material changes to how we treat our users' Personal Data, users will be notified via email and/or a notice on the Services. The date this Privacy Policy was last revised is identified at the top of the page. You are responsible for reviewing this Privacy Policy periodically for any changes and for ensuring that we have an up-to-date active and deliverable email address for you.

Contact Us

For questions about this Privacy Policy or our privacy practices, contact us at support@feldera.com.