

Privacy Policy

Last updated: June 3, 2021

At Akiflow Inc (“Akiflow”, “Company”, “us” or “we”), we respect and protect the privacy of visitors to our website, www.akiflow.com and the other websites under akiflow.com domain (collectively, the “Sites”), and our customers who use our desktop application (the “App”) and services integration platform, tools, and related services (together with the Sites, the “Service”). This Privacy Policy (“Policy”) explains how we collect, use, disclose, and protect visitors’ and customers’ (“Users”) information as part of the Service. Any discussion of your use of the Service in this Policy is meant to include your visits and other interactions with the Sites and Services, whether or not you are a user of Akiflow’s services integration platform.

Capitalized terms that are not defined in this Policy have the meaning given them in our Terms of Service. By using the Service, you do hereby warrant and represent that 1) you have read, understood and agreed to all terms and conditions stated herein, including our Terms of Service, available akiflow.com/legal/terms-of-service, incorporated herein by reference, which govern the use of the Service, and 2) you are giving Akiflow permission to use and store such information consistent with this Privacy Policy and our Terms of Service.

Personal Information We Collect

We collect Personal Information about you when you provide such information directly to us, when third parties such as our business partners or service providers provide us with Personal Information about you, or when Personal Information about you is automatically collected in connection with your use of our Services. Following is a description of the types of data we collect and the purposes of collection and processing.

Information We Collect Directly From You

Essential Account Data

We receive Personal Information directly from you when you provide it to us as part of creating an account, including at least:

- Name
- Email address
- Password

These data are processed in order to provide you with Services and secure access to your account.

Contact Information

We may collect contact information for both present and prospective customers including name, address, phone number, title and company name, from various sources, including offline marketing activities.

We process this information for marketing purposes and to provide support to present and prospective customers.

Third-Party Service Connection

Our Service allows you to connect various third-party services ("Third-Party Services"). When you connect a Third-Party Service and grant us permission to access your account, we never request or receive your log-in credentials for that Third-Party Service. We use the OAuth authorization protocol to request a token from the Third-Party Service; the token then gives us access to your account to the extent authorized by you and permitted by that Third-Party Service.

Online Form, Email and Chat Data

When you fill out an online form, for example to subscribe to a newsletter or engage in email or online chat communications with us, you may voluntarily supply us contact and other information and we may also retain a record of any communications with you or activities you perform.

Data from these sources is processed in order to supply you with information that you request from us, and may be used for direct marketing and analytic purposes.

Support Ticket Data

When you submit a support ticket through our systems, we will collect company and contact data, and record activity related to your request.

Information submitted as part of support tickets is processed by us in order to provide help to you in using the Service, to contact you about your request(s), and to improve the Service.

Information We Receive From Third-Party Sources

When you enable the Service to connect Third-Party Services, the Third-Party Services will provide us with access to certain information that you may have provided to the Third-Party Services, and we will use, store and disclose such information in accordance with this Privacy Policy. However, please remember that the manner in which Third-Party Services use, store and disclose your information is governed by the policies of such Third-Party

Services, and Akiflow shall have no liability or responsibility for the privacy practices or other actions of any Third- Party Services that may be enabled within the Service.

Information We Automatically Collect When You Use Our Service

Some Personal Information is automatically collected when you visit our Sites or use our Service, through the use of cookies and other tracking technologies. See the “Choice” section in this Privacy Policy for a description of these technologies and your rights and options with respect to them.

In addition, we collect anonymized usage data regarding the Service, which we may analyze and use to improve the Service.

Use and Disclosure of Personal Information

Akiflow will not sell or rent to any third party any of the personal information or data that you provide to us. Akiflow uses the Personal Information you provide in a manner that is consistent with this Privacy Policy. Akiflow may use Personal Information provided to operate, improve upon, and personalize the Service, for billing identification and authentication, to contact and communicate with you about the Service and your use of the Service, to support use of the Service, to send marketing materials (subject to your opt-out option), for research purposes, and to generally improve the content and functionality of the Service. We may also combine your Personal Information with third-party analytics information to build a broader profile of our individual Users so that we can serve you better and provide custom, personalized content and information. Additionally, we may use the Personal Information we collect for identification and authentication and fraud prevention, to analyze Sites usage and improve the Service, for internal market research, troubleshooting problems, to enforce our Terms of Service, and as otherwise set forth in this Policy. Note that we will never email you to ask for your account information; if you receive such an email, please forward it to support@akiflow.com

If Akiflow intends on using any Personal Information in any manner that is not consistent with this Privacy Policy, you will be informed of such anticipated use prior to or at the time at which the Personal Information is collected.

Analytics and Logs

We may collect and use the analytic information from our own systems and from third-party analytics tools so that we can serve you better and improve the Service. Akiflow gathers certain information automatically from visitors to the Sites and stores it in log files. This information includes internet protocol addresses as well as browser, internet service provider, referring/exit pages, search terms, operating system, date/time stamp, and clickstream data. We may share the Sites log files with third-party analytics tools for marketing and product improvement purposes or otherwise.

In addition, Akiflow gathers anonymized usage data from users of the App and the Service. Before storing this anonymized usage data in Service-specific log files, we redact any Personal Information or other specific data, such as search terms entered in the App. We may share the Service log files with third-party analytic tools to analyze trends, administer and maintain the Service, track usage of various features within the Service, or otherwise as necessary to improve the Service.

Occasionally, we may connect Personal Information to information gathered in our log files, as necessary to improve the Service for individual customers.

Third-Party Service Providers

Akiflow shares Personal Information with its third-party service providers (such as its credit card processors and hosting partners) to provide the necessary hardware, software, networking, storage, and other services we use to operate the Service and maintain a high-quality user experience.

Akiflow may store Personal Information in third-party marketing, CRM and mail-management software, in order to facilitate interactions with users or potential customers.

In all situations where Akiflow discloses Personal Information to third parties acting as service providers or “agents” on behalf of Akiflow, Akiflow will require the recipient to protect and only use Personal Information in accordance with this Privacy Policy. We do not permit our service providers to use the Personal Information we share for their marketing purposes.

Other Information Sharing

In addition to the purposes described above, we disclose Personal Information to respond to subpoenas, court orders, on legal process, or to establish or exercise our legal rights or defend against legal claims. We may also share such information if we believe it is necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations or our Terms of Service, or as otherwise required by law.

We may share information, including Personal Information, with any parent, subsidiary or affiliate of Akiflow, which includes any entity that controls, is controlled by, or under common control with Akiflow.

Additional Limits on Use of Your Google User Data

Notwithstanding anything else in this Privacy Policy, if you provide Akiflow access to the following types of your Google data, Akiflow's use of that data will be subject to these additional restrictions:

- Akiflow will only use, access, read, write, modify, or control Gmail message bodies (including attachments), metadata, headers, and settings to provide a web email client that allows users to compose, send, read, and process emails and will not transfer this Gmail data to others unless doing so is necessary to provide and improve these features, comply with applicable law, or as part of a merger, acquisition, or sale of assets.
- Akiflow will not use this Gmail data for serving advertisements.
- Akiflow will not allow humans to read this data unless we have your affirmative agreement for specific messages, doing so is necessary for security purposes such as investigating abuse, to comply with applicable law, or for Akiflow's internal operations and even then only when the data have been aggregated and anonymized.
- Akiflow's use and transfer to any other app of information received from Google APIs will adhere to [Google API Services User Data Policy](#), including the Limited Use requirements.

User Data

The Service allows Users to connect to Third-Party Services in order to transfer data from those Third-Party Services into the App, periodically or on-demand, and store such data locally on a User's computer (such data, the "User Data"). These transfers are done only under the direction of, and under the sole control of, our Users.

We do not transfer User Data from a User's computer to a Third-Party Service. In addition, we do not transfer User Data to Akiflow's servers; User Data is accessed by the App only from local storage on a User's computer. By using the Service, you warrant that Akiflow has your permission to perform any such inbound transfers on your behalf, notwithstanding that these may contain Personal Information, and may cross international borders. Akiflow does not control the privacy practices of Third-Party Services from which you may transfer data, and you warrant that when transferring User Data, you are accepting the privacy terms to which those applications subscribe.

Links to Other Websites

The Service contains links to websites and applications other than the Service, including websites and applications operated by affiliates and other third parties. Please be aware that we do not determine, and we are not responsible for, the privacy practices or content of websites and applications operated by third parties. Your browsing and interaction on any third-party website or service, including those that have a link on our website, are subject to that third party's own rules and policies. We encourage you to be aware when you leave the Service and to read the privacy statements of third-party websites and applications linked to the Service. Akiflow does not endorse and is not responsible for the practices of third parties

or their websites or applications. In addition, you agree that we are not responsible for and we do not control any third parties that you authorize to access your User Data. If you are using a third-party website or service and you allow such a third-party access to your User Data, you do so at your own risk. This Privacy Policy applies only to information collected by the Service.

Choice

We process and store information on behalf of our customers. You may decline to submit any Personal Information through the Service, in which case we may not be able to provide certain services to you. Please refer to your mobile device or browser's technical information for instructions on how to delete and disable cookies, and other tracking/recording tools. Note that disabling cookies on your mobile device or browser may prevent us or our business partners from tracking your browser's activities in relation to the Service. However, doing so may disable many of the features available through the Service. If you are a Akiflow customer and would like to opt-out of getting marketing communications from Akiflow please contact support@akiflow.com. Requests to opt out of transfers to our third-party vendors may also be submitted, but limitations on data sharing may make it difficult or impossible to provide the Service after an opt-out.

Correcting and Updating Your Information

Customers may update or change the Personal Information they have provided Akiflow by logging into the Service and providing such additional information where applicable. If you are our customer and would like to gain access to, or request deletion of information we have collected as data controllers, please contact support@akiflow.com. We will use commercially reasonable efforts to respond to such queries within 30 business days but are not liable for any failure to do so.

Do Not Track

We do not track or respond to browser "Do Not Track" Requests.

Data Retention

Akiflow will retain Personal Information we process on behalf of our customers or collect directly from our customers for as long as needed to provide Service to our customers, subject to our compliance with this Policy. We may further retain and use this Personal Information as necessary to comply with our legal obligations, maintain accurate accounting, financial and other operational records, resolve disputes, and enforce our agreements. We have established internal policies for the deletion of data from customer accounts following termination of a customer's subscription to the Service.

Children's Personal Information

Akiflow does not knowingly collect any Personal Information from children under the age of 13. If you are under the age of 13, please do not submit any Personal Information through our Service. We encourage parents and legal guardians to monitor their children's Internet

usage and to help enforce our Policy by instructing their children never to provide Personal Information on our Service without their permission. If you have reason to believe that a child under the age of 13 has provided Personal Information to Akiflow through our Service, please contact us, and we will use commercially reasonable efforts to delete that information from our databases.

Changes to the Privacy Policy

We may, in our sole discretion, modify or update this Policy from time to time. If we make any material changes to this Policy, we will endeavor to notify you by email or by posting a prominent notice on the Sites prior to the change becoming effective but will not be liable for any failure to do so. We encourage you to periodically review this page for the latest information on our privacy practices. Your continued use of the Service constitutes your agreement to be bound by such changes to this Policy. Your only remedy, if you do not accept the terms of this Policy, is to discontinue use of the Service.

Business Transactions

Akiflow may assign or transfer this Policy, and your User account and related information and data, including any Personal Information, to any person or entity that acquires all or substantially all of the business, stock or assets of, or is merged with Akiflow. We may also transfer or assign such information in the course of corporate divestitures, mergers, acquisitions, bankruptcies, dissolutions or similar transactions or proceedings, provided that the recipient of such information will continue to be bound by the terms of this Privacy Policy.

Contact Us

If you have questions regarding this Policy or about the privacy practices of Akiflow, please contact us at support@akiflow.com, or at:

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