

Customer Service Automation

C GDPR Privacy Policy

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Please read this statement carefully to understand how we collect, use and process your personal information. We will explain in detail how we protect your privacy, how you can check and adjust your information at any time, and how to control the strict application of this policy.

Definitions

This Privacy Policy refers to the website of Visor.ai <u>https://www.visor.ai/</u> and other pages regulated by Visor.ai.

Introduction

Visor.ai manages the Visor.ai site, including all the data and materials it contains. If you have any questions regarding this Privacy Policy, please contact us using the contact details listed below. Visor.ai is committed to protecting the privacy of all its users. This Privacy Policy applies to all pages on the Visor.ai website. It does not apply to websites of other organizations, including websites of close organizations and third party sites. The Visor.ai web site may contain links to the websites of such organizations that have their own privacy policy applied to them.

Consent

By using any Visor.ai website, you agree to the terms of this Privacy Policy. Visor.ai reserves the right to periodically modify the terms of this Privacy Policy, which will be notified to you.

What types of data are we collecting and keeping?

The type and amount of data we receive and store depends on the way you use the Visor.ai site.

You can access most of the pages on Visor.ai without revealing your identity or any personal information. Our network servers collect anonymous logs during a user visit to Visor.ai to provide us with useful information for its improvement. For more information, please refer to the Cookie Policy Statement below.

- We do not collect personally identifiable information (such as name, address of residence, telephone number or e-mail address) through Visor.ai unless you decide to provide them, for example:
- If you want to register on our blog receive our Newsletter we collect only your e-mail.
- If you apply for a job, internship or volunteering in Visor.ai, we will collect your information to process your application and assess your suitability for that role.
- When you decide to receive one of our Newsletters, we can use services that allow us to see if you have received and opened an email, which links you clicked on within the email.
- Using our site, social networks, email and email management services, cookies, clicks on content, navigation through site content, and other technologies, we can collect information about you.

How do we use the information we collect?

Your personal information will be kept secret. It will be used only for the purposes for which it is downloaded, as otherwise explained on Visor.ai, or, if necessary, in order to comply with our legal obligations and audit obligations.

In order to provide the services we request, we process personal information, such as personal information delivered with the interest to join Visor.ai, and we will use them exclusively for activities related to your interest and providing information about Visor.ai.

If you sign up to one of our newsletter, we will only use your information exclusively for the delivery of our newest. Also, if you do not want to receive a nugget or information about our activities and publications, you can sign out at any time.

In cases when we are legally obligated, we will process personal data.

When necessary for transparency or for legal reasons, information is displayed on our site, e.g. the names of the organizations or people from whom we receive funds.

We use your personal information for statistical purposes in order to improve our services and products.

We never forward your personal information to third parties without your consent.

How long do we keep your information?

If you use this website to download a publication, register for an event or a given donation, your data will be kept as long as it takes to service the service. Visor.ai can also decide to use some data in anonymous and aggregate form over a longer period of time to evaluate and customize their own activities, e.g. statistics on attendance at events or the number of downloads of our publications. This does not imply the identification of individuals. We are trying to make your information accurate and up to date, and we only retain them in a reasonable and necessary time.

How safe is your data?

Visor.ai and their service providers keep your personal information in a safe environment. We take appropriate security measures to protect your information from unauthorized access, use, loss, or disclosure. These systems and measures are regularly tested and updated if necessary, and in accordance with the goals of the association, we tend to maintain the IT security of our systems at an enviable level.

However, the transmission of information via the Internet is never completely safe, and even though we are trying to protect personal information, we can not guarantee the security of information transmitted through Visor.ai.

Do we share your personal information?

No information will be sold to a third party or person. Visor.ai believes that your data is strictly confidential and according to our goals we represent and defend the confidentiality of personal data. We will not share your information with third parties, unless we are required to disclose information by law or in the following circumstances:

a. Revision by our donors

For audit purposes, we keep lists of attendees at our events and meetings.

b. Hosting and processing

We occasionally contact an external data processor. This means, among other things, that for certain jobs or research we temporarily transfer data to third parties if we do not have the resources ourselves. If we do so, we will always ensure that your information is handled in a confidential and safe manner. We also always contract with these processors. In this way, the processor will never be allowed to use your information on his own initiative and your data will be deleted as soon as the task is completed.

Visor.ai site is hosted by a third party provider, so any personal details that you send via the Visor.ai site may be processed by this third party. We can also use other third parties to process your personal information. For example, they can process your personal information if you express an interest in joining Visor.ai, process payments on our behalf, or process the process of sending e-mails for users who have signed up to receive a newswire and notifications about events and publications.

All third party service providers will only process your personal information on behalf of Visor.ai and will be subject to strict confidentiality requirements.

c. Payment and fraud processing

Where provided, card details can be forwarded to banks or relevant financial institutions in order to organize payments. In case of suspicion of fraud, your information can be further transmitted exclusively for additional controls.

The transmission of the above information may include the transmission of such information outside the European Union. Countries outside the European Union may not have laws to protect data of the same magnitude as those in the European Union.

d. Database management

Within Visor.ai, your information is only available to authorized persons who need access to work.

e. Participant Lists

When you attend the Visor.ai event, your name and organization will appear on the participant list. This list can be distributed at the event itself to all who are present. If the

event is organized jointly with partner organizations, we can share the list of event participants with them. Under no circumstances will we transfer your e-mail address without your explicit permission.

f. Using cookies

For information on how we use Cookies, please refer to our Cookie Policy.

If you have any further questions or concerns regarding the Visor.ai Privacy Policy, please contact: privacy@Visor.ai

g. SAR Request Submission

When you require to exercise any Data Protection Rights, please submit your request through the following email address: privacy@Visor.ai

or

Portugal - Headquarters Avenida Duque de Loulé 12, 6th floor 1050-007 Lisbon, Portugal

If you believe that your data has been misused, you can file a complaint or contact the Commissioner for Information of Public Importance and Personal Data Protection.