

Privacy Policy

Last updated: 22. September 2018

iBot ehf. is committed to protecting your privacy. This Privacy Policy applies to those who visit our website <https://www.upcado.com>, owned and operated by iBot ehf. By using or accessing the Services in any manner, you acknowledge that you accept the practices and policies outlined in this Privacy Policy, and you hereby consent that we will collect, use, and share your information in the following ways.

What does this Privacy Policy cover?

This Privacy Policy covers our treatment of personally identifiable information (“Personal Information”) that we gather when you are accessing or using our Services, but not to the practices of companies we don’t own or control, or people that we don’t manage. We gather various types of Personal Information for our users, as explained in more detail below, and we use this Personal Information internally in connection with our Services, including to personalize, provide, and improve our services, to allow you to set up a user account, to enable you to build chatbots and communicate with chatbots others have built, to contact you and allow other users to contact you, to fulfill your requests for certain products and services, and to analyze how you use the Services. In certain cases, we may also share some Personal Information with third parties, but only as described below.

Children’s Personal Information

We do not knowingly collect or solicit personal information from anyone under the age of 13. If you are under 13, please do not attempt to register for the Services or send any personal information about yourself to us. If we learn that we have collected personal information from a child under age 13, we will delete that information as quickly as possible. If you believe that a child under 13 may have provided us personal information, please contact us at hello@upcado.com.

What information does iBot collect?

Information you provide to us:

We receive and store any information you knowingly provide to us. For example, if you create an account on our Services to build a chatbot, through the registration process and/or through your account settings, we may collect Personal Information such as, but not limited to, your name, email address, timezone, list of Facebook Pages you own. Or, if you are an individual who communicates with chatbots that have been created using our services, we may collect information such as, but not limited to, your name, gender, time zone, and avatar/picture. If you provide your Facebook or other third-party account credentials to, you understand some content and/or information in those accounts (“Third Party Account Information”) may be transmitted into your account with us, and that Third Party Account Information transmitted to our Services is covered by this Privacy Policy; for example, when you log in to our Services using your Facebook Messenger account, we may

receive your personal information associated with that account, such as your Facebook pages. Certain information may be required to register with us or to take advantage of some of our features.

Information collected automatically:

Whenever you interact with our Services, we automatically receive and record information on our server logs from your browser or device, which may include any chatbots you have created using the Services, your conversation history with the chatbots(s), IP address, geolocation data, device identification, “cookie” information, the type of browser and/or device you’re using to access our Services, and the page or feature you requested. “Cookies” are identifiers we transfer to your browser or device that allow us to recognize your browser or device and tell us how and when pages and features in our Services are visited and by how many people. You may be able to change the preferences on your browser or device to prevent or limit your device’s acceptance of cookies, but this may prevent you from taking advantage of some of our features. If you click on a link to a third party website or service, a third party may also transmit cookies to you. Again, this Privacy Policy does not cover the use of cookies by any third parties, and we aren’t responsible for their privacy policies and practices. Please be aware

that cookies placed by third parties may continue to track your activities online even after you have left our Services, and those third parties may not honor “Do Not Track” requests you have set using your browser or device. We may use this data to customize content for you that we think you might like, based on your usage patterns. We may also use it to improve the Services or to help developers build better chatbots— for example, this data can tell us how often users use a particular feature of the Services, or what kinds of questions users ask of certain chatbots, and we can use that knowledge to make the Services and the chatbots created through the Services interesting to as many users as possible.

Information collected from other websites and Do Not Track Policy

Through cookies we place on your browser or device, we may collect information about your online activity after you leave our Services. Just like any other usage information we collect, this information allows us to improve the Services and customize your online experience, and otherwise as described in this Privacy Policy. Your browser may offer you a “Do Not Track” option, which allows you to signal to operators of websites and web applications and services (including behavioral advertising services) that you do not wish such operators to track certain of your online activities over time and across different websites. Our Services do not support Do Not Track requests at this time.

We do not rent or sell your Personal Information in personally identifiable form to anyone. We may share your Personal Information with third parties as described in this section:

Information that’s been de-identified. We may de-identify your Personal Information so that you are not identified as an individual, and provide that information to our partners. We may also provide aggregate usage information to our partners (or allow partners to collect that information from you), who may use such information to understand how often and in what ways people use our Services, so that they, too, can provide you with an optimal online experience. However, we never disclose aggregate usage or de-identified information to a partner (or allow a partner to collect such information) in a manner that would identify you as an individual person.

Chatbot Developers: The developers/owners of chatbots created through the Services which you communicate with will have access to the Personal

Information you provide to them. For example, if you communicate with a chatbot which was created through the Services, the developer/owner of that chatbot may have access to your conversation history with the chatbot, your username, your avatar, and any other information you provide through the chatbot. In addition, the chatbot developer/owner may use a Salesforce or other third party product integration to receive and process the data from your interaction with the chatbot.

Affiliated Businesses: In certain situations, businesses or third party websites we're affiliated with may sell or provide products or services to you through or in connection with the Services (either alone or jointly with us). You can recognize when an affiliated business is associated with such a transaction or service, and we will share your Personal Information with that affiliated business only to the extent that it is related to such transaction or service. One such service may include the ability for you to automatically transmit Third Party Account Information, such as your Facebook Messenger profile information, to your Services profile or to automatically transmit information in your Services profile to your third party account. We have no control over the policies and practices of third party websites or businesses as to privacy or anything else, so if you choose to take part in any transaction or service relating to an affiliated website or business, please review all such business' or websites' policies.

Agents: We employ other companies and people to perform tasks on our behalf and need to share your information with them to provide products or services to you; for example, we may use a payment processing company to receive and process your credit card transactions for us. Unless we tell you differently, our agents do not have any right to use the Personal Information we share with them beyond what is necessary to assist us. Note that an "agent" may also be considered a "partner" in certain circumstances, and would be subject to the terms of the "Information that's been de-identified" section in that regard.

Business Transfers: We may choose to buy or sell assets, and may share and/or transfer customer information in connection with the evaluation of and entry into such transactions. Also, if we (or our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, Personal Information could be one of the assets transferred to or acquired by a third party.

Protection of iBot and Others: We reserve the right to access, read, preserve, and

disclose any information that we believe is necessary to comply with law or court order; enforce or apply our Terms & Conditions and other agreements; or protect the rights, property, or safety of iBot, our employees, our users, or others.

Protection of Information

Your account is protected by a password for your privacy and security. If you access your account via Facebook or another third party site or service, you may have additional or different sign-on protections via that third party site or service. You must prevent unauthorized access to your account and Personal Information by selecting and protecting your password and/or other sign-on mechanism appropriately and limiting access to your computer or device and browser by signing off after you have finished accessing your account.

While there is no such thing as “perfect security” on the Internet, we take all reasonable steps to ensure the safety of your personal information. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Website or via the Service and any transmission is at your own risk. Once we receive your personal information, we will use strict procedures and security features to try to prevent unauthorized access.

Amendments to this Privacy Policy

Amendments to this Policy will be posted to this URL and will be effective when posted. You should frequently visit this Policy to check for amendments. Your continued use of this Website or the Service following the posting of any amendment, modification, or change to this Policy shall constitute your acceptance of the amendments to this Policy. You can choose to discontinue use of the Website or Service, if you do not accept the terms of this Policy, or any modified version of this Policy.

Email policy

We may use your email address to send you newsletters and/or marketing content. If you no longer wish to receive these emails you can opt out by following the instructions contained in the emails you receive or by contacting us at hello@upcado.com

We will send you announcements related to the Service on occasions when it is

necessary to do so. For instance, if our Service is temporarily suspended for maintenance, we might send you an email. Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you may deactivate your account.

Terms and Conditions

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at <http://www.upcado.com/terms.pdf>

Business Transfers

We may choose to buy or sell assets, and may share and/or transfer customer information in connection with the evaluation of and entry into such transactions. Also, if we (or our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, Personal Information could be one of the assets transferred to or acquired by a third party.

Contacting Us

If you have any questions regarding this privacy policy you may contact us using the information below.

<https://www.upcado.com>

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