

# ONLINE PRIVACY POLICY HIGHLIGHTS

This page highlights some of the key elements of our Online Privacy Policy. Both this page and our Online Privacy Policy apply to flamingo.ai, the official website of Flamingo (the “Site”), which we publish for our various products and any authorized online apps, features, tools or functionality. For more information, please read our complete [Online Privacy Policy](#).

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## ◆ Information Collected

There are two types of information that we obtain from you online, and then store and use:

- non-personal information that’s collected automatically; and
- personal information that you voluntarily provide to us.

We do not collect any personal information from you when you visit our Site unless you expressly and voluntarily participate in an activity that asks for it and you voluntarily provide it. To put it another way, **FOR US TO HAVE ACCESS TO YOUR PERSONAL INFORMATION, YOU HAVE TO HAVE MADE A CHOICE TO KNOWINGLY GIVE IT TO US.**

[More details](#)

## ◆ Uses of Information

We use voluntarily provided personal information to communicate directly with you including via email, text, phone and/or online chat and for other internal business purposes. We do not sell or rent your personal information to third party data vendors. As you might expect, we also disclose your information when required by law.

We use non-personal and anonymous information to administer our Site, make it better, and to make business decisions about what programs our customers might like.

[More details](#)

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## ◆ Contacting Us

Questions about this highlights page or our Online Privacy Policy may be sent to:

[security@flamingo.io](mailto:security@flamingo.io)

or

Flamingo AI  
300 Park Avenue, 12<sup>th</sup> Floor  
New York, NY 10022

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# ONLINE PRIVACY POLICY

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Thank you for visiting Flamingo's online resources and viewing this privacy policy. We use this policy to tell you about the types of information we collect from you when you visit our Site or use any authorized products, tools, functionality, features or apps (collectively, the "Services"). More specifically, this policy tells you:

- the types of information we collect and how we collect it; and
- the ways in which we use, share and protect that information.

By using our Site or the Services, you are signifying to us that you agree with this policy. Although the Site and other resources such as the Services may contain links to other websites controlled by third parties, you should be aware that we are not responsible for the privacy practices of those, or any other, sites. If you have questions about how those websites collect and use data, you should carefully read those sites' privacy policies.

From time to time, but no less than once per year, Flamingo undertakes a review of this policy to ensure that it accurately reflects Flamingo's information handling practices. Any changes that need to be made will be added to this policy and a new version will be posted on the Site.

This privacy policy was amended on April 25, 2018 and is effective as of that date.

## **Some Important Vocabulary**

This privacy policy is a legal document, so clarity is important. We'll use this section to let you know about some words that have special meanings whenever you see them in this policy. Let's start with the word "policy" itself: when we reference "this policy", "this privacy policy" and "our policy", we mean the Flamingo Online Privacy Policy you are reading now. Wherever we say "Flamingo" or "we", "us" or "our", we mean Flamingo and its affiliates. We use the words "you" and "your" to mean you, the reader, and other visitors to our Site, and end users or our customers' employees using the Services, who are, in all cases, over the age of 18. This age requirement is discussed in more detail later in this policy.

Whenever we reference "this Site", "our Site" or "the Site", we mean the Flamingo website found at [flamingo.ai](http://flamingo.ai) and such others as we may make available from time to time. When we talk about the Services or "authorized features and apps", we're referring both to elements of our social media presence viewable from Facebook, Twitter, YouTube, Google+, LinkedIn or any of the many other available external third party social media platforms, as well as our products or other apps we've created and distributed to let our customers and followers view our site, use our products or otherwise interact with our content.

Furthermore, when we refer to "personal information", we mean information that can be used to identify you or that can be easily linked to you. Thus, a fairly comprehensive list of "personal information" would include such things as your name, address, telephone number, fax number, email address, social security number and date of birth. In contrast, a domain name or an internet protocol address, would not be considered personal information.

Last, but definitely not least, when we use the term "sensitive information", we are referring to specific types of personal information. This includes information about an individual's:

- Health (including predictive genetic information);
- Racial or ethnic origin;
- Sexual orientation or practices; and/or
- Biometric information and/or templates

### **Nothing Personal: Automatically Collected Information and How We Use It**

When you visit our Site, basic information is passively collected through your web browser via use of tracking technologies, such as “cookies” which utilize various files sent from our servers to your computer hard drive. Additional information about cookies and tracking technologies is available [here](#). The information we collect through cookies and other means (such as web beacons, pixel tags and embedded links) is **not personal information** and does not individually identify you. It includes things like:

- the domain name and IP address from which you accessed our Site
- the type of browser and operating system you use
- the date and time and length of your visit
- the specific page visited, graphics viewed and any documents downloaded
- the specific links to other sites you accessed from our Site
- the specific links from other sites you used to access our Site

Although it may be possible to turn off the collection of cookies through your device, that may interfere with your use of the Site or Services.

In addition to such non-personal information, we may collect “anonymous information” which means information that is not associated or linked to your personal information. We may create such anonymous information from (i) the automatically gathered information mentioned above or (ii) personal information by excluding information (such as name) that may make the information personally identifiable to you.

Regardless, we use automatically collected non-personal information only to compile generic reports about popular pages on our Site, and to see how our customers and followers are accessing our Site or using the Services. We then use that data to administer the Site, make your activities more convenient and efficient and to enhance the functionality of our Site and Services, such as by remembering certain of your information thereby saving you time.

### **Now it's Personal: Voluntarily Submitted Information and How We Use It**

If you participate in certain activities on our Site or through the Services, you may need to provide us with information about yourself such as your name, email address, mailing address, or phone number. For example, if you choose to send us an email or fill out an online form, you are voluntarily providing personal information to us. In doing so, you are giving us your consent to collect, use and disclose that information for the purpose it is requested and for other reasonable internal business purposes. We do not sell, rent or trade voluntarily submitted personal information with third parties.

Furthermore, your participation in certain activities on Flamingo's Site, as well as through our Services, may involve the voluntary submission of sensitive information. For details on the types of sensitive information that may be collected and/or held by Flamingo, please see the definition of “sensitive information” provided above.

If you don't want us to collect this type of personal information (including sensitive information), don't provide it. This means you shouldn't participate in the activities on our Site or through the Services that request or require it. Participation is strictly your choice. Not participating may limit your ability to take full advantage of the Site or the Services, but it will not affect your ability to access certain information available on the Site to the general public.

Here are some of the ways you voluntarily give us your personal information (including sensitive information) and how we use it:

- **Emails** - When you send us an email or enquiry through the Site, your email address and any other personal information that may be in the content of your message or attached to it, are retained by us and used to respond back directly to you. If you prefer we not collect, use or store this information, please do not email us or enter this information

into the Site. Instead, you may want to communicate with us by phone or by regular mail.

- **The Services** - When you use the Services, including as an end user or employee of our customers, personal information entered into the Services may be retained by us for a variety of business purposes including to create and administer records about your use of the Services, provide technical support to our customers and enhance our technical support services, and to improve our products and services.

Note that some authorized features and apps may allow users to post or upload messages, comments, screen names, computer files and other materials. If you choose to make personally identifiable information public through these means, we will consider that information to be in the public domain and will not limit its disclosure in the manner described by this policy.

### **Sharing Information with Others: Who and Why**

*Third Party Providers.* We may share your information, including personal (and potentially sensitive) information, with our service providers and other third parties that help us operate and/or provide products or services for the Services and our business.

*Marketing Purposes.* We may also share your information, including personal (and potentially sensitive) information, with third parties for marketing and analytics, when marketing the Services, for the purposes of those third parties and for other purposes permitted by law. The use of information by third parties will be governed by their own policies, and may be broader than the uses outlined in this policy.

*Legally Compelled Disclosures.* We may disclose your information, including personal (and potentially sensitive) information, to government authorities, and to other third parties when compelled to do so by government authorities, at our discretion, or otherwise as required or permitted by law, including but not limited to responding to court orders and subpoenas. We also may disclose such information when we have reason to believe that someone is causing injury to or interference with our rights or property, other users of the Services, or anyone else that could be harmed by such activities.

*Business Transfer.* If Flamingo or its affiliates, or substantially all of its or their assets, are acquired by one or more third parties as a result of an acquisition, merger, sale, reorganization, consolidation or liquidation, personal (and potentially sensitive) information may be one of the transferred assets.

### **Make a Mistake? Let's Fix It**

In accordance with the *Australian Privacy Principles*, individuals have a right to access and correct any errors associated with their personal information that they have submitted either via the Site and/or Services and is then held by Flamingo. In order to do so, please reach out to Flamingo's Chief Technology Officer, who can be reached via the following methods:

- Email: [security@flamingo.io](mailto:security@flamingo.io)
- Postal Address: 11 York Street, Level 5, Sydney, NSW 2000, Australia

Please note that certain personal information submitted via Flamingo's Services may be held by Flamingo's clients. In any such case, Flamingo will use reasonable efforts to provide individuals with access to this information, so that it can be corrected.

### **Please Be a Grown Up: User Age Requirements and Children's Privacy**

United States federal law imposes special restrictions and obligations on commercial website operators who direct their operations toward, and collect and use information from children under the age of 13. We take those age-related requirements very seriously, and consistent with it do not intend for this Site, the Services, or any of our authorized features or apps to be used by children under the age of 18, and certainly not by anyone under the age of 13. Moreover, we do not knowingly collect personal information

from children under the age of 13 unless permitted by law or we have obtained verifiable parental consent to do so. Absent such conditions, if we become aware that anyone under the age of 13 has submitted personal information to our Site or the Services, we will delete that information and will not use it for any purpose whatsoever. We encourage parents and legal guardians to talk with their children about the potential risks of providing personal information over the Internet.

### **Cha-Ching! Show Us The Money**

Certain implementations of the Services involve the processing of credit card transactions and/or Cardholder Data.

For purposes of this Privacy Policy, “Cardholder Data” means, at a minimum, your primary account number (or PAN), which is the unique payment card number (typically associated with credit or debit cards) that identifies the issuer of the card, as well as the particular cardholder account. Cardholder Data may also appear in the form of the full PAN plus any of the following:

- Cardholder name;
- Expiration date of card; and/or
- Card service code

As mentioned above, such information may be processed by Flamingo Services. However, Cardholder Data is *not* stored by Flamingo. Such information is only retained for the duration of a customer session, but is not retained.

Flamingo is fully compliant with the Payment Card Industry Data Security Standard (PCI DSS). For more information about such compliance, please send an email to [security@flamingo.io](mailto:security@flamingo.io).

### **Things Happen: We Do What We Can to Ensure Information Security**

We will take all reasonable security precautions to protect your personal (and sensitive) information provided to our Site or through the Services. All such information collected through your use of the Services is encrypted both in motion and at rest. Furthermore, this information is stored offsite, in encrypted disks. Flamingo prides itself on our organization-wide Culture of Security. Our security processes and procedures, as well as the security of our underlying technology, has allowed us to achieve SOC2 Type 1 Certification, as well as PCI DSS compliance.

Due to the inherently open and somewhat risky nature of the Internet, however, we cannot guarantee that your information, whether during transmission or while stored on our systems or otherwise in our care, will be free from unauthorized access or that loss, misuse, destruction or alteration will not occur. We disclaim any liability for any theft or loss of, unauthorized access or damage to or interception of any data or communications. You should also note that third-party companies we engage to provide us with services either to help us in our business, or to perform functions we would otherwise perform ourselves will have incidental access to your information, including your personal (and sensitive) information, as part of the work they perform. We require that they enter into confidentiality and other agreements, but cannot guarantee their compliance.

### **We Would Never. But if We Did ...**

In the unlikely event that Flamingo were to breach any obligations, requirements, etc. contained in the Australian Privacy Principles, as well as any applicable laws of the United States regarding privacy, a complaint can be made via email sent to [security@flamingo.io](mailto:security@flamingo.io) and/or by sending a letter to the address listed below in the “Contacting Us” section of this Policy.

Flamingo takes such concerns seriously, and will endeavor to respond within a reasonable time to any correspondences regarding a breach of the Australian Privacy Principles (and/or any applicable laws of the United States regarding privacy) that are made in good faith.

### **Ahoy, Mateys! Overseas We Go**

Flamingo has operations in both Australia and the United States. As such, personal information (including sensitive information) is stored, held, processed, in both such jurisdictions and is disclosed between the two countries as part of Flamingo's operations.

### **United States Data Security Laws: Submitting Information Outside the United States**

Because Flamingo has operations in both the United States and Australia, this privacy policy is consistent with United States law and practice, as well as the Australian Privacy Principles. This privacy policy is not adapted to other laws including European data security laws. By agreeing to this privacy policy, you consent to Flamingo transmitting to and processing data in the United States and Australia, jurisdictions whose laws may not offer data protections equivalent to your home country's. Flamingo will apply the laws of the United States including as embodied in this privacy policy in place of data protections under your country's law. That is, you freely and unambiguously consent that terms of this privacy policy, not your home country's laws, control how Flamingo will process personal data about you.

### **Do Not Track**

We currently do not specifically respond to browser do-not-track signals from the Site.

### **Your California Privacy Rights**

California law allows California residents to request information regarding our disclosures in the prior calendar year, if any, of their personally identifiable information to third parties. To make such a request, please contact us at [security@flamingo.io](mailto:security@flamingo.io) with "Request for Privacy Information" in the subject line. Please include enough detail for us to locate your file; at a minimum, your name, email, and username, if any. We will attempt to provide you with the requested information within thirty (30) days of receipt. We reserve our right not to respond to requests sent more than once in a calendar year, or requests submitted in a form other than as prescribed in this notice. Please note that this law does not cover all information sharing. Our disclosure only includes information covered by the law.

### **Changes to this Privacy Policy**

We reserve the right to change or update this policy from time to time. Please check our Site periodically for such changes since all information collected is subject to the policy in place at that time. Typically, we will indicate the effective/amendment date at the beginning of this policy. If we feel it is appropriate, or if the law requires, we'll also provide a summary of changes we've made near the end of the new policy.

### **Contacting Us**

If you have questions about our privacy policy or privacy practices, please contact us at:

[security@flamingo.io](mailto:security@flamingo.io)

or

Flamingo AI  
300 Park Avenue, 12th Floor  
New York, NY 10022