

Privacy Policy

Welcome to AvaBot, a service offered by TunnelAI, Inc. ("TunnelAI", "Tunnel", "Tunnel.ai", "tunnel.ai", "Ava", "AvaBot", "we", "us" or "our").

Protecting your privacy is really important to us. Accordingly, we are providing this Privacy Policy to explain our practices regarding the collection, use and disclosure of information that we receive when you use our website available at www.beta.tunnel.ai (the "Site"), our mobile applications (the "App") or our online services (collectively, the "Services").

This Privacy Policy does not apply to any third-party websites, services or applications, even if they are accessible through our Services. Any information that we collect is subject to the privacy policy in effect at the time that Information is collected. We may, however, modify and revise this Privacy Policy from time to time. If we make any material changes to this Privacy Policy, we will notify you of those changes by posting them on the Services or by sending you an email or other notification, and we will indicate when those changes will become effective. Also, please note that, unless we define a term in this Privacy Policy, all capitalized words used in this Privacy Policy have the same meanings as in our Terms of Service.

How do we collect and use information?

Our primary goals in collecting information are to provide and improve our Services, to administer your use of the Services (including your account on the Services (an "Account"), if you are an Account holder), and to enable you to enjoy and easily navigate our Services. **Information Collected Through Our Site.** If you visit our Site, you may choose to provide us with your email address or other contact information in order to obtain information about our Services. We collect this information only for our marketing purposes and will not share this information with third parties.

Account Information. If you create an Account (either as an administrator for your organization's use of the Services (an "Administrator") or as an end user interacting with our Services (an "End User") (either, a "User")), we will collect certain information that can be used to identify you, such as your name, email address, postal address and phone number ("PII"). If you are an Administrator, we may also collect your organization's payment information. If you login to your account with a third-party single sign-on service (each a "SSO Service"), we will receive your email address and a login validation token, but will not receive or store your SSO Service password. We may also collect your age and other information that is not considered PII because it cannot be used by itself to identify you.

Information Collected Using Cookies and other Web Technologies. Like many website owners, we use automated data collection tools such as Cookies and Web Beacons to collect certain information. "Cookies" are small text files that are placed on your hard drive by a Web server when you access our Services. We may use both session Cookies and persistent Cookies to identify that you've logged in to the Services and to tell us how and when you interact with our

Services. We may also use Cookies to monitor aggregate usage and web traffic routing on our Services and to customize and improve our Services. Unlike persistent Cookies, session Cookies are deleted when you log off from the Services and close your browser. Although most browsers automatically accept Cookies, you can change your browser options to stop automatically accepting Cookies or to prompt you before accepting Cookies. Please note, however, that if you don't accept Cookies, you may not be able to access all portions or features of the Services.

"Web Beacons" (also known as clear gifs) are tiny graphics with a unique identifier that may be included on our Services for several purposes, including to deliver or communicate with Cookies, to track and measure the performance of our Services, to monitor how many visitors view our Services, and to monitor the effectiveness of our advertising. Unlike Cookies, which are stored on the user's hard drive, Web Beacons are typically embedded invisibly on web pages (or in an e-mail).

"APIs" or application programming interfaces are software components that enable our Services to communicate with third-party services. We may use APIs to enable our Services to communicate with and gather information from third-party services, such as SSO Services, used by our Users.

Information Related to Use of the Services. Our servers automatically record certain information about how Users use our Services (we refer to this information as "Log Data"). Log Data may include information such as a User's Internet Protocol (IP) address, browser type, operating system, the web page that a User was visiting before accessing our Services, the pages or features of our Services to which a User browsed and the time spent on those pages or features, search terms, the links on our Services that a User clicked on, comments and other communications conducted over our Services, information from other third party products and services that we enable Users to connect to their Accounts and other statistics. We use this information to administer the Services, and we analyze (and may engage third parties to analyze) this information to improve and enhance the Services by expanding their features and functionality and tailoring them to our Users' needs and preferences. We may use a person's IP address to fight spam, malware and identity theft. We also use the IP Address to generate aggregate, non-identifying information about how our Services are used.

Survey Information. If you conduct a survey through the Services, we will collect (i) survey questions from you, (ii) information about individuals you invite to participate in such survey, including names, email addresses and other information, and (iii) survey responses from participants in such survey. Your survey questions and participants' responses are treated like Log Data described in the section "Information Related to Use of the Services" above and as described in this section "Survey Information". The Services enable you to upload lists of names, email addresses and other information in order to invite individuals to participate in your surveys on the Services and to evaluate results—such information is PII and will be used

only as directed by you and in accordance with this Privacy Policy. If such individuals participate in the survey or use the Services, their information, including PII submitted to us directly by the individual, will be collected and used in accordance with this Privacy Policy. If such individuals do not participate in the survey, we will not use or disclose the PII associated with such individuals for any purpose other than the purpose of inviting them to participate in the survey on your behalf. We will also share the survey results with the organization responsible for administering the survey.

If you are responding to a survey administered through the Services, we will collect your survey responses and transmit them to the organization responsible for administering the survey (including its Administrators and certain of its Users) without directly identifying you to such organization; however, please be advised that it is possible that your organization may be able to determine your identity based on the information you include in your survey responses (by way of example but not limitation, if you include PII or non-PII from which you may be identified in your comments or other written survey responses). The organization and its Administrators may use and disclose your survey responses as they so choose, subject to the terms of their respective agreements with us. We may disclose survey responses on an aggregated and non-identifying basis as further described in the section “Information Shared with Third Parties” below.

Location Information. In some cases we collect and store information about where you are located, such as by converting your IP address into a rough geolocation. We may use location information to improve and personalize our Services.

What information do we share with third parties?

We will not share any PII that we have collected from you except as described below:

Information Shared with Our Services Providers. We may engage third party service providers to work with us to administer and provide the Services. These third-party services providers have access to your PII only for the purpose of performing services on our behalf.

Information Shared with Third Parties. We may share aggregated information and non-identifying information with third parties, including other Users, to enhance the effectiveness of our Services and for industry research and analysis, demographic profiling, benchmarking, and other similar purposes. For example, we may share aggregated, non-identifying user or organizational information with other Administrators to enable them to compare their organization’s metrics (e.g., survey response rates) with organizations of similar size and/or industry.

Information Disclosed in Connection with Business Transactions. Information that we collect from our users, including PII, is considered to be a business asset. As a result, if we go out of business or enter bankruptcy or if we are acquired as a result of a transaction such as a merger, acquisition or asset sale, your PII may be disclosed or transferred to the third-party acquirer in connection with the transaction.

Information Disclosed for Our Protection and the Protection of Others. We cooperate with government and law enforcement officials or private parties to enforce and comply with the law. We may disclose any information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate: (i) to respond to claims, legal process (including subpoenas); (ii) to protect our property, rights and safety and the property, rights and safety of a third party or the public in general; and (iii) to stop any activity that we consider illegal, unethical or legally actionable activity.

Communications within the service

The Services offer a variety of options for communication among Users and survey respondents. One option is a messaging service, which allows Users to communicate with survey respondents through messages between the User and the survey respondent. You should be aware that while we do not identify the survey respondent to the User, we do not change the content of the messages, so any identifying information a survey respondent may include in the message will remain and be visible to the User.

The Services also offer discussion forums in which Users of a given organization can communicate within the organization and discussion forums in which Users can communicate with any other Users within or outside their organization. These venues are not anonymous. User IDs are always associated with messages or postings in these venues.

You should be aware that if you voluntarily disclose information online (whether through the Services or any other services available online), personal or otherwise, that information could be collected and used by others. We have no control over this use of your personal information.

Analytics

We use third-party analytics services, such as Google Analytics and Mixpanel, to collect and analyze the non-personally identifiable information described above. These analytics services use the visitor tracking technology we have described above, such as a cookie, tracking pixel or other mechanism to collect, use, share and store our end users' data.

Do not track

We may use cookies to collect personal information or track user's online activities over time and across different web sites. In connection with such activities, we will honor the Do Not Track setting in your browser. Third party service providers we have engaged may use cookies to collect your personal information or online activities over time and across different web sites. For more information regarding Do Not Track mechanisms, see <http://allaboutdnt.com/>.

The security of your information

We take reasonable measures to protect the information that we collect from or about you (including your PII) from unauthorized access, use or disclosure. For example, we offer the use

of a secure server for the Site, so that all personally identifiable information supplied by you to us via the Site is transmitted via Secure Socket Layer (SSL) or similarly secure technology. Please be aware, however, that no method of transmitting information over the Internet or storing information is completely secure. Accordingly, we cannot guarantee the absolute security of any information.

You should be aware that your organization may be able to track and review your Internet use and/or emails when you use organization resources (i.e., from your office, or using a laptop or device furnished or provisioned by your organization). We cannot control these activities and are not responsible for any such activities by your organization.

Modifying your information

You can access and modify the PII associated with your Account by accessing your Account settings on the Services. If you want us to delete your Account, please submit your request via your Account settings on the Services. We will take steps to delete your Account information as soon as is practicable, but we will retain other information you provide to us, including survey responses, in our data as well as archived/backup copies for our records or as otherwise required by law.

International transfer

Your PII may be transferred to, and maintained on, computers located outside of your state, province, country or other governmental jurisdiction where the privacy laws may not be as protective as those in your jurisdiction. If you're located outside the United States and choose to provide your PII to us, we may transfer your PII to the United States and process it there.

Our policy toward children

Our Services are not directed to children under 13, and we do not knowingly collect PII from children under 13. If we learn that we have collected PII of a child under 13, we will take steps to delete such information from our files as soon as possible.

Last Edited: August 29, 2016