

# LONGEYE PRIVACY NOTICE

**Last Updated:** August 26, 2025

This Privacy Notice explains how Longeye, Inc. and its affiliates (collectively referred to as “**Longeye**”) collect, use, disclose, and otherwise process personal data in connection with your use of Longeye’s websites, platforms, and services. We may also choose or be required by law to provide different or additional disclosures relating to the processing of personal data about residents of certain countries, regions, or states. Please refer to the [Region-Specific Disclosures](#) section below for additional disclosures that may be applicable to you.

This Privacy Notice does not address our privacy practices relating to Longeye job applicants, employees and other employment-related individuals, nor data that is not subject to applicable data protection laws (such as deidentified or publicly available information). This Privacy Notice is also not a contract and does not create any legal rights or obligations not otherwise provided by law.

## Our Role in Processing Personal Data

Data protection laws sometimes differentiate between “controllers” and “processors” of personal data. A “controller” determines the purposes and means (the why and how) of processing personal data. A “processor,” which is sometimes referred to as a “service provider,” processes personal data on behalf of a controller subject to the controller’s instructions.

This Privacy Notice describes our privacy practices where we are acting as the controller of personal data. However, this Privacy Notice does not cover or address how our customers may process personal data when they use our services, or how we may process personal data on their behalf in accordance with their instructions where we are acting as their processor, such as when we act as a processor of Criminal Justice Information provided by our government customers. As a result, we recommend referring to the privacy notice of the customer how they engage processors, like us, to process personal data on their behalf or, in the case of Criminal Justice Information, the applicable laws, rules, and guidelines that govern the disclosure and processing of Criminal Justice Information. In addition, we are generally not permitted to respond to individual requests relating to personal data we process on behalf of our customers, including government agencies, so we recommend directing any requests to the relevant customer or government agency.

## Our Collection and Use of Personal Data

The categories of personal data we collect depend on how you interact with us and our services. For example, you may provide us your personal data directly when you open an account, contact us, or use our services, including our audio and video processing services, or our platform (collectively, our “Services”).

We also collect personal data automatically when you interact with our websites and other services and may also collect personal data from other sources and third parties.

## Personal Data Provided by Individuals

We collect the following categories of personal data individuals provide us:

- **Contact Information**, including first and last name, phone number, email address, mailing address, and communication preferences. We use this information primarily to fulfill your request or transaction, to communicate with you directly, and to send you marketing communications in accordance with your preferences.
- **Professional Information**, including job title, employer, information about your role, and the nature of your relationship with us. We use this information primarily to fulfill your request or transaction, to determine how we communicate with you, to administer your account, to provide you with our services, and for customer support purposes.

- **Account Information**, including first and last name, email address, account credentials or one-time passcodes, and the products or services you are interested in, purchased, or have otherwise used, as well as transaction information (such as records of payment). We use this information primarily to administer your account, provide you with our products and services, communicate with you regarding your account and your use of our products and services, and for customer support purposes.
- **Customer Content**, including any files, documents (such as case names, case information, and case reports), audio, videos, images, data, or communications you choose to input, upload, or transmit to our products and services. We use this content primarily to provide you with our products and services, to facilitate your requests, and to improve our products and services.
- **Security-Related Information**, including name and contact information of visitors to our premises, video recordings of videos on our premises, and electronic login records and access details when a visitor utilizes company technology on our premises. We use this information primarily to protect the security of our premises, employees, and our company.
- **Feedback and Support Information**, including the contents of custom messages sent through the forms, chat platforms, including our online live chat or automated chat functions, email addresses, or other contact information we make available to customers, as well as recordings of calls with us, where permitted by law (including through the use of automated tools provided by us or our third-party providers). We use this information primarily to investigate and respond to your inquiries, to communicate with you via online chat, email, phone, text message or social media, and to improve our products and services.

If you choose to contact us, we may need additional information to fulfill the request or respond to your inquiry. We may provide additional privacy disclosures where the scope of the request we receive or personal data we require fall outside the scope of this Privacy Notice. In that case, the additional privacy disclosures will govern how we may process the information you provide at that time.

### **Personal Data Automatically Collected**

We, and our third-party partners, automatically collect information you provide to us and information about how you access and use our products and services when you engage with us. We typically collect this information through the use of a variety of our own and our third-party partners' automatic data collection technologies, including (i) cookies or small data files that are stored on an individual's computer and (ii) other, related technologies, such as web beacons, pixels, embedded scripts, mobile SDKs, location-identifying technologies and logging technologies. Information we collect automatically about you may be combined with other personal information we collect directly from you or receive from other sources.

We, and our third-party partners, use automatic data collection technologies to automatically collect the following data when you use our services or otherwise engage with us:

- **Information About Your Device and Network**, including the device type, manufacturer, and model, operating system, IP address, browser type, Internet service provider, and unique identifiers associated with you, your device, or your network (including, for example, a persistent device identifier or advertising ID). We employ third-party technologies designed to allow us to recognize when two or more devices are likely being used by the same individual and may leverage these technologies (where permitted) to link information collected from different devices.
- **Information About the Way Individuals Use Our Services and Interact With Us**, including the site from which you came, the site to which you are going when you leave our services, how frequently you access our services, whether you open emails or click the links contained in emails, whether you access our services from multiple devices, and other browsing behavior and actions you take on our services (such as the pages you visit, the content you view, videos you watch, the communications you have through our services, and the content, links and ads you interact with). We employ third-party technologies designed to allow us to collect detailed information about browsing behavior and actions that you take on our services, which may record your mouse movements, scrolling, clicks, and keystroke activity on our services and other browsing, search or purchasing behavior. These third-party technologies may also record information you enter when you interact with our products or services, or engage in chat features or other communication platforms we provide.

All of the information collected automatically through these tools allows us to improve your customer experience. For example, we may use this information to enhance and personalize your user experience, to monitor and improve our

products and services, to offer communications features such as live and automated chat, and to improve the effectiveness of our products, services, offers, advertising, communications and customer service. We may also use this information to: (a) remember information so that you will not have to re-enter it during your visit or the next time you visit the site; (b) provide custom, personalized content and information, including targeted content and advertising; (c) identify you across multiple devices; (d) provide and monitor the effectiveness of our services; (e) monitor aggregate metrics such as total number of visitors, traffic, usage, and demographic patterns on our website; (f) diagnose or fix technology problems; and (g) otherwise to plan for and enhance our products and services.

For information about the choices you may have in relation to our use of automatic data collection technologies, please refer to the [Your Privacy Choices](#) section below. For additional details about the cookies we use on our websites and to adjust your preferences with regard to those cookies, please visit our “Cookie Preferences” manager linked in the footer of our websites.

## **Personal Data from Other Sources and Third Parties**

We may receive the same categories of personal data as described above from the following sources and other parties:

- **Our Affiliates:** We are able to offer you the products and services we make available because of the hard work of our team members across all Longeye entities. To provide our products and facilitate our services, Longeye entities receive personal data from other Longeye entities for purposes and uses that are consistent with this Privacy Notice. For example, we may receive your contact information to process and fulfill your order from a representative at your local Longeye entity.
- **Employers:** If you interact with our services in connection with your employment, we may obtain personal data about you from your employer or another company for which you work. For example, we may obtain your contact information from your employer to allow us to communicate with you about your employer's customer relationship with us.
- **Social Media:** When you interact with our services through other social media networks, such as when you follow us or share our content on other social networks, we may receive some information that you permit the social network to share with third parties. The data we receive is dependent upon your privacy settings with the social network, and may include profile information, profile picture, username, and any other information you permit the social network to share with third parties. You should always review and, if necessary, adjust your privacy settings on third-party websites and social media networks and services before sharing information and/or linking or connecting them to other services. We use this information primarily to operate, maintain, and provide to you the features and functionality of our products and services, as well as to communicate directly with you, such as to send you messages about features that may be of interest to you.
- **Service Providers:** Our service providers that perform services on our behalf, such as analytics and certain marketing providers, collect personal data and often share some or all of this information with us. For example, we receive personal data you may submit in response to requests for feedback to our survey providers.
- **Other Sources:** We may also collect personal data about you from other sources, including publicly available sources, third-party data providers, brand partnerships, or through transactions such as mergers and acquisitions.
- **Inferences:** We may generate inferences or predictions about you and your interests and preferences based on the other personal data we collect and the interactions we have with you.

## **Additional Uses of Personal Data**

In addition to the primary purposes for using personal data described above, including to provide you with the Services, we may also use personal data we collect to:

- Fulfill or meet the reason the information was provided, such as to fulfill our contractual obligations, to facilitate payment for our products and services, or to deliver the services requested;
- Manage our organization and its day-to-day operations;
- Communicate with you, including via email, text message, chat, social media and/or telephone calls;
- Facilitate the relationship we have with you and, where applicable, the company you represent;

- Request you provide us feedback about our product and service offerings;
- Address inquiries or complaints made by or about an individual in connection with our products or services;
- Create and maintain accounts for our users;
- Verify your identity and entitlement to our products and services;
- Market our products and services to you, including through email, phone, text message, push notification, and social media;
- Administer, improve, and personalize our products and services, including by recognizing you and remembering your information when you return to our products and services;
- Develop, operate, improve, maintain, protect, and provide the features and functionality of our products and services;
- Identify and analyze how you use our products and services;
- Infer additional information about you from your use of our products and services, such as your interests.
- Create aggregated or de-identified information that cannot reasonably be used to identify you, which information we may use for purposes outside the scope of this Privacy Notice;
- Conduct research and analytics on our user base and our products and services, including to better understand the demographics of our users;
- Improve and customize our products and services to address the needs and interests of our user base and other individuals we interact with;
- Test, enhance, update, and monitor the products and services, or diagnose or fix technology problems;
- Help maintain and enhance the safety, security, and integrity of our property, products, services, technology, assets, and business;
- Defend, protect, or enforce our rights or applicable contracts and agreements (including our [Terms of Use](#)), as well as to resolve disputes, to carry out our obligations and enforce our rights, and to protect our business interests and the interests and rights of third parties;
- Detect, prevent, investigate, or provide notice of security incidents or other malicious, deceptive, fraudulent, or illegal activity and protect the rights and property of Longeye and others;
- Facilitate business transactions and reorganizations impacting the structure of our business;
- Comply with contractual and legal obligations and requirements;
- Fulfill any other purpose for which you provide your personal data, or for which you have otherwise consented.

## Our Disclosure of Personal Data

We disclose or otherwise make available personal data in the following ways:

- **To Our Affiliates:** We are able to offer you the products and services we make available because of the hard work of our team members across Longeye entities. To provide our products and facilitate our services, Longeye entities disclose personal data to other Longeye entities for purposes and uses that are consistent with this Privacy Notice. For example, the Longeye entity responsible for our website may disclose your contact information to an Longeye entity in your region to facilitate communications between you and a local Longeye representative.
- **To Your Employer:** If you interact with our services in connection with your employment, we may disclose personal data to your employer or another company for which you work. For example, we may provide information to your employer about your usage of our services in connection with your work for them.

- **To Other Users within a Customer Group:** We make available personal data designed for sharing through our services with certain or all other Longeye customers within a customer group when you take advantage of some of the collaborative features of the Services, such as comments, references, or bookmarks when you direct us to do so.
- To Marketing Providers:** We coordinate and share personal data with our marketing providers in order to advertise and communicate with you about the products and services we make available.
- **To Service Providers:** We engage other third parties to perform certain services on our behalf in connection with the uses of personal data described in the sections above. Depending on the applicable services, these service providers may process personal data on our behalf or have access to personal data while performing services on our behalf.
- **To Other Businesses as Needed to Provide Services:** We may share personal data with third parties you engage with through our services or as needed to fulfill a request or transaction including, for example, payment processing services.
- **In Connection with a Business Transaction or Reorganization:** We may take part in or be involved with a business transaction or reorganization, such as a merger, acquisition, joint venture, or financing or sale of company assets. We may disclose, transfer, or assign personal data to a third party during negotiation of, in connection with, or as an asset in such a business transaction or reorganization. Also, in the unlikely event of our bankruptcy, receivership, or insolvency, your personal data may be disclosed, transferred, or assigned to third parties in connection with the proceedings or disposition of our assets.
- **To Facilitate Legal Obligations and Rights:** We may disclose personal data to third parties, such as legal advisors and law enforcement:
  - o in connection with the establishment, exercise, or defense of legal claims;
  - o to comply with laws or to respond to lawful requests and legal process;
  - o to protect our rights and property and the rights and property of our agents, customers, and others, including to enforce our agreements, policies, and terms of use;
  - o to detect, suppress, or prevent fraud;
  - o to reduce credit risk and collect debts owed to us;
  - o to protect the health and safety of us, our customers, or any person; or
  - o as otherwise required by applicable law.
- **With Your Consent or Direction:** We may disclose your personal data to certain other third parties or publicly with your consent or direction. For example, with your permission, we may post your testimonial on our websites.

## **Your Privacy Choices**

The following privacy choices are made available to all individuals with whom we interact. You may also have additional choices regarding your personal data depending on your location or residency. Please refer to our [Region-Specific Disclosures](#) below for information about additional privacy choices that may be available to you.

### **Communication Preferences**

- **Email Communication Preferences:** You can stop receiving promotional email communications from us by clicking on the “unsubscribe” link provided in any of our email communications. Please note you cannot opt-out of service-related email communications (such as, account verification, transaction confirmation, or service update emails).
- **Phone Communication Preferences:** You can stop receiving promotional phone communications from us by informing the caller you no longer wish to receive promotional phone calls from us, following the instructions

provided on the call for opting out of promotional phone calls (where available), or replying STOP to any one of our promotional text messages. Please note we may need to continue to communicate with you via phone for certain service-related messages (such as, sending a verification code to your phone via call or text for purposes of verifying the authenticity of a log-in attempt).

- **Push Notification Preferences:** You can stop receiving push notifications from us by changing your preferences in your device's notification settings menu or in the applicable service-specific application. Please note we do not have any control over your device's notifications settings and are not responsible if they do not function as intended.
- **Direct Mailing Preferences:** You can stop receiving promotional direct mail communications from us by contacting us at [privacy@longeye.com](mailto:privacy@longeye.com). Please note this opt-out does not affect any mailings that are controlled by third parties that may feature or mention our services.

### **Automatic Data Collection Preferences**

Certain of our services may provide you the ability to adjust your preferences regarding our use of automatic data collection technologies. For example, there is a "Cookie Preferences" manager linked in the footer of our websites that allows you to adjust your preferences regarding certain automatic data collection technologies on the specific website you are visiting for the specific device and browser you are using at that time (which means you will need to change your preferences on each device and browser you use to interact with the specific website you are visiting).

Where a Longeye-specific preference manager or privacy setting is not available, you may be able to utilize third-party tools and features to further restrict our use of automatic data collection technologies. For example, (i) most browsers allow you to change browser settings to limit automatic data collection technologies on websites, (ii) most email providers allow you to prevent the automatic downloading of images in emails that may contain automatic data collection technologies, and (iii) many devices allow you to change your device settings to limit automatic data collection technologies for device applications. Please note that blocking automatic data collection technologies through third-party tools and features may negatively impact your experience using our services, as some features and offerings may not work properly or at all. Depending on the third-party tool or feature you use, you may not be able to block all automatic data collection technologies or you may need to update your preferences on multiple devices or browsers. We do not have any control over these third-party tools and features and are not responsible if they do not function as intended.

### **Modifying or Deleting Your Personal Data**

If you have any questions about reviewing, modifying, or deleting your personal data, you can contact us directly at [privacy@longeye.com](mailto:privacy@longeye.com). We may not be able to modify or delete your personal data in all circumstances.

### **Partner-Specific Preferences**

Certain of our third-party providers and partners offer additional ways that you may exercise control over your personal data, or automatically impose limitations on the way we can use personal data in connection with the services they provide:

- **Device-Specific / Platform-Specific Preferences:** The device and/or platform you use to interact with us (such as your mobile device or social media provider), may provide you additional choices with regard to the data you choose to share with us. For example, many mobile devices allow you to change your device permissions to prevent our products and services from accessing certain types of information from your device (such as your contact lists or precise geolocation data), and many social media platforms allow you to change your platform permissions to prevent integrated products and services from accessing certain types of information connected with your profile. Please refer to your device or platform provider's user guides for additional information about implementing any available platform-specific targeted advertising opt-outs.

### **Children's Personal Data**

Our services are not directed to, and we do not intend to, or knowingly, collect or solicit personal data from children under the age of 18. If an individual is under the age of 18, they should not use our services or otherwise provide us with any personal data either directly or by other means. If a child under the age of 18 has provided personal data to us, we encourage the child's parent or guardian to contact us to request that we remove the personal data from our systems. If

we learn that any personal data we collect has been provided by a child under the age of 18, we will promptly delete that personal data.

## **Security of Personal Data**

We have implemented reasonable physical, technical, and organizational safeguards that are designed to protect your personal data. However, despite these controls, we cannot completely ensure or warrant the security of your personal data.

## **Retention of Personal Data**

We will usually retain the personal data we collect about you for no longer than reasonably necessary to fulfil the purposes for which it was collected, and in accordance with our legitimate business interests and applicable law. However, if necessary, we may retain personal data for longer periods of time as required under applicable law or as needed to resolve disputes or protect our legal rights.

To determine the appropriate duration of the retention of personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of personal data and if we can attain our objectives by other means, as well as our legal, regulatory, tax, accounting, and other applicable obligations.

Once retention of the personal data is no longer reasonably necessary for the purposes outlined above, we will either delete or deidentify the personal data or, if that is not possible (for example, because personal data has been stored in backup archives), we will securely store the personal data and isolate it from further active processing until deletion or deidentification is possible.

## **Third-Party Websites and Services**

Our services may include links to third-party websites, plug-ins, applications and other services. Except where we post, link to or expressly adopt or refer to this Privacy Notice, this Privacy Notice does not apply to any personal data practices of third parties. To learn about the personal data practices of third parties, please visit their respective privacy notices.

## **Region-Specific Disclosures**

We may choose or be required by law to provide different or additional disclosures relating to the processing of personal data about residents of certain countries, regions or states. Please refer below for disclosures that may be applicable to you:

- **United States:** If you are a resident of the United States, please click [here](#) for additional U.S.-specific privacy disclosures, including a description of the personal data rights made available to residents of certain states under applicable law.

## **Updates to This Privacy Notice**

We may update this Privacy Notice from time to time. When we make changes to this Privacy Notice, we will change the date at the beginning of this Privacy Notice. If we make material changes to this Privacy Notice, we will notify individuals by email to their registered email address, by prominent posting on this website or our other platforms, or through other appropriate communication channels. All changes shall be effective from the date of publication unless otherwise provided.

## **Contact Us**

If you have any questions or requests in connection with this Privacy Notice or other privacy-related matters, please [privacy@longeye.com](mailto:privacy@longeye.com).

## ADDITIONAL UNITED STATES PRIVACY DISCLOSURES

These disclosures supplement the information contained in our [Privacy Notice](#) by providing additional information about our personal data processing practices relating to individual residents of certain states in the United States. For a detailed description of how we collect, use, disclose, and otherwise process personal data, please read our [Privacy Notice](#).

### **Your Additional U.S. Privacy Choices**

Depending on your state of residency and subject to certain legal limitations and exceptions, you may be able to exercise some or all of the following rights:

- **Right to Know:** The right to confirm whether we are processing personal data about you and, for residents of California and Oregon only, to obtain certain personalized details about the personal data we have collected about you, including:
  - o The categories of personal data collected;
  - o The categories of sources of the personal data;
  - o The purposes for which the personal data were collected;
  - o The categories of personal data disclosed to third parties (if any), and the categories of recipients to whom this personal data were disclosed;
  - o The categories of personal data shared for targeted advertising purposes (if any), and the categories of recipients to whom the personal data were disclosed for these purposes;
  - o The categories of personal data sold (if any) and the categories of third parties to whom the personal data were sold; and
- **Right to Access & Portability:** The right to obtain access to the personal data we have collected about you and, where required by law, the right to obtain a copy of the personal data in a portable and, to the extent technically feasible, readily usable format that allows you to transmit the data to another entity without hindrance.
- **Right to Correction:** The right to correct inaccuracies in your personal data, taking into account the nature of the personal data and the purposes of the processing of the personal data.
- **Right to Deletion:** The right to have us delete personal data we maintain about you.

### **Submitting Privacy Rights Requests**

Please submit a request specifying the right you wish to exercise by completing our online form found [here](#).

Before processing your request to exercise certain rights (including the Right to Know, Access & Portability, Correction, and Deletion), we will need to verify your identity and confirm you are a resident of a state that offers the requested right(s). In order to verify your identity, we will generally either require the successful authentication of your account. As a result, we require requests submitted through our online form and toll-free number to include sufficient information to identify you.

In certain circumstances, we may decline or limit your request, particularly where we are unable to verify your identity or locate your information in our systems, or where you are not a resident of one of the eligible states.

### **Nevada Residents**

If you are a resident of the state of Nevada in the United States, you have the right to opt out of the sale of your personal data. Although we do not currently sell personal data of Nevada residents (as defined under Nevada law), you may submit a request to opt-out of the sale of your personal data by sending us an email to [privacy@longeye.com](mailto:privacy@longeye.com).

### **California Residents**

If you are a resident of the state of California, the following supplementary disclosures apply to you.



Residents of the California may ask us to provide them with a list of the types of personal information that we have disclosed during the preceding year to third parties for their direct marketing purposes, and the identity of those third parties. If you are a California resident and would like such a list, please contact us at [privacy@longeye.com](mailto:privacy@longeye.com). We currently do not sell or share your information to third parties for their direct marketing purposes.