

## 1. Introduction

This Privacy Policy applies to all the products, services, websites, and applications (“**the Services**”) powered by Juji, Inc. (“**Juji**”).

Any data you use the Services to collect, including but not limited to the data gathered through a chat/interview or through a form, is collectively considered “**data**” in this Privacy Policy.

## 2. Information we collect

### 2.1 Who are “you”?

In this Privacy Policy, “**you**” refers to one or more roles that you play when you interact with the Services on Juji platform.

#### ***Creator***

You register with Juji to establish a Juji account and directly create conversations, applications, web pages, or questionnaires or you are collaborating on, commenting on, reviewing/testing, or managing chats, interviews, forms, applications, or questionnaires within an account.

#### ***Participant***

You have interacted with a chat, form, application, or questionnaire powered by the Services, no matter who created the Services (e.g., Juji or a Creator).

#### ***Website Visitor***

You are just visiting one of our websites.

### 2.2 Information we collect about you.

#### Contact Information (e.g., email)

This information may be collected through one or more means, such as creating an account as a creator or before starting a chat as a participant.

#### Usage information

Usage information about you whenever you interact with our websites and services. This includes the webpages you visit, what actions you perform, when you perform the actions, etc.

#### Device and browser data

We collect information from the device and application you use to access our services. Device data mainly means your IP address, operating system version, device type, system and performance information, and browser type.

#### Information from page tags.

We use third party tracking services that employ cookies and page tags (also known as web beacons) to collect data about visitors to our websites. This data includes usage and user

statistics. Emails sent by Juji or by users through our services include page tags that allow the sender to collect information about who opened those emails and clicked on links in them. We provide more information on cookies below and in our Cookies Policy.

#### Log Data

Like most websites today, our web servers keep log files that record data each time a device accesses those servers. The log files contain data about the nature of each access, including originating IP addresses, internet service providers, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system versions, device type and timestamps.

Referral information.

If you arrive at a Juji website from an external source (such as a link on another website or in an email), we record information about the source that referred you to us.

Information from third parties and integration partners.

We may collect your personal information or data from third parties if you give permission to those third parties to share your information with us or where you have made that information publicly available online.

If you are a Creator we will also collect:

#### Account information

Registration information.

You need a Juji account before you can use Juji services. When you register for an account, we collect your first and last name, organization, password, and email address.

#### Billing information

If you make a payment to Juji, we require you to provide your billing details, a name, address, email address and financial information corresponding to your selected method of payment (e.g. a credit card number and expiration date or a bank account number). If you provide a billing address, we will regard that as the location of the account holder to determine which Juji entity with whom you contract.

#### Account settings

Juji does not provide an account setting page yet. If you need to change your settings, please contact us using the contact information listed at the end of the policy.

Use of some of our services will also result in us collecting the following data on your behalf:

#### Address information

We allow you to enter or upload email addresses so you can easily invite people to chat/interview. We don't use these email addresses for our own purposes or email them except at your direction.

#### Chat/form/application data

We store your chat/form/application data (questions and responses) for you and provide analysis tools for you to use with respect to this data.

#### Additional data

When you sign up for our services, you may be asked to provide us with information about yourself and to give us more detailed insights into who you are.

### **3. How we use the information we collect**

#### 3.1 Creator

You own the data in your account.

Your chats/forms/applications/questionnaires and any responses you collect to them are private by default (except if you have made them available via a public link). We don't sell individual responses to anyone and we don't use those responses for purposes unrelated to you or improving our services, except in the limited set of circumstances outlined in the privacy policy. In some cases, we may use participant-related data, such as aggregated usage patterns, to better serve you.

We safeguard participant email addresses.

#### 3.2 Participant

The Creators who create and administer chats/interviews, forms, applications, and questionnaires own and control your responses.

We just host chats/interviews, forms, applications, and questionnaires on our websites and collect your responses for Creators. If you have any questions about a chat/interview you participated or a questionnaire, form or application you completed, please contact the Creator directly. Juji is not usually responsible for that content. The Creator is usually the same person who invited you to chat/interview or questionnaire or complete the form or application and they should have their own Privacy Policy.

We control use and analyze usage data about you (e.g., response rate) to:

- make recommendations that may interest you; and
- improve the user interface; and
- improve user experience (e.g., human-computer conversation experience);

Please also note that it depends on how the creator has configured a chat/interview, form, application or questionnaire, your response may or may not be anonymous. Contact them to find out.

If you are located in the European Union, please contact Juji first before using any of the Services, such as taking a chat/interview and filling in a form or application. With respect to personal data of persons subject to laws of the EU member countries, Juji will, upon written request, enter into the Standard Contractual Clauses issued pursuant to the European Commission decision of 5 February 2010 on standard contractual clauses for the transfer of personal data to processors established in third countries under Directive 95/46/EC of the European Parliament and of the Council.

### 3.3 Website Visitor

Cookies – we use cookies. See Section 6.

## 4. Information you share

Some of our services let you share information with others. Remember that when you share information publicly, search engines can index such information. Our services provide you with different options on sharing but we cannot delete content from search engines so you need to be careful about information you make public.

## 5. Information we share: Partners

We do not share your information or data with third parties outside Juji except in the following limited situations:

To help us provide certain aspects of our services, we use trusted partners – in particular, we engage them to:

- facilitate customers in making credit card payments.
- deliver and help us track our marketing and advertising content.
- help us track website conversion success metrics.
- manage our sales and customer support services to you.

We enter into confidentiality and data processing terms with partners to ensure they comply with high levels of confidentiality and best practice in privacy and security standards.

On your instructions, we may share your information or data with third-party service providers that you choose to use.

We also have to share information or data in order to:

- meet any applicable law, regulation, legal process or enforceable governmental request.
- enforce applicable policies, including investigation of potential violations.
- detect, prevent, or otherwise address fraud, security or technical issues.
- protect against harm to the rights, property or safety of our users, the public or to Juji and/or as required or permitted by law.

## 6. Cookies

We and our partners use cookies and similar technologies on our websites.

We use certain cookies that you agree to when you use our sites and, in the case of some cookies, for legitimate interests of delivering and optimizing our services (where the cookie delivers essential functionality). Cookies are small bits of data we store on the device you use to access our services so we can recognize repeat users. Each cookie expires after a certain period of time, depending on what we use it for. We use cookies and similar technologies for several reasons:

To gather metrics about your experience with the Services  
To make the Services easier to use  
To keep our system secure  
To improve our services (e.g., use of Google Analytics to see where users get stuck)

You can choose to remove or disable cookies via your browser settings.

## **7. Security**

We do our best to keep your information secure, but we need your help. We try to keep Juji up, bug-free and safe, but can't make guarantees about any part of our services or products.

## **8. Data Retention**

If you are a creator, you are responsible for and control the time periods for which you retain this data. If you wish to delete data at the account level (all data in your account) and at the response level, please contact us. If you are a Participant, you will need to ask the Creator how long your responses will be stored.

## **9. User Eligibility**

Our services are not intended for and may not be used by any individuals under the age of 14 ("Minors"). Juji does not knowingly collect personal data from Minors or allow them to register. If it comes to our attention that we have collected personal data from a Minor, we may delete this information without notice. If you have reason to believe that this has occurred, please contact us.

## **10. Users Outside of United States (relevant to EU users)**

Juji Inc. is located in the United States and accordingly, any collected data (to include Participant data) will be processed in the United States.

If you are located in EU and have any concerns regarding privacy or data use, please contact Juji first before using any of the Services.

## **11. Compliance with the California Consumer Privacy Act**

Juji complies with the California Consumer Privacy Act of 2018 ("CCPA").

The categories of personal information we collect and the purposes for which they are used are set forth in this Privacy Policy. Juji will provide information regarding an individual consumer to that consumer upon a verifiable request sent to:

Privacy Officer, Juji  
15227 Quito Road, Saratoga, CA 95070 (support@juji.io)

We will comply with a request from a consumer to delete information concerning them subject to the exceptions in the CCPA. We do not sell personal information, as "sell" is defined in the CCPA. We will not discriminate in a manner which violates the CCPA against a consumer exercising his or her rights under the CCPA.

## **12. Policy Changes**

We can make changes to this Privacy Policy from time to time. We will identify the changes we have made on this page. In circumstances where a change will materially change the way in which we collect or use your personal information or data, we will send a notice of this change to all of our account holders.

## **13. Your rights**

Some of you have certain legal rights to obtain information about whether we hold personal information about them, to access personal information we hold about them, and to obtain its correction, update, amendment or deletion in appropriate circumstances. Some of these rights may be subject to some exceptions or limitations. We will respond to your request to exercise these rights within a reasonable time (and in all cases within 30 days of receiving a request).

## **14. Terms of Services**

If you are interested in Juji Terms of Services, please refer to <https://juji.io/util/juji-terms-of-service.pdf>

## **15. Contact Information**

If you have any questions regarding our privacy policy, please email us:

support@juji.io