

PRIVACY POLICY

Last updated Feb 12, 2023

The given Privacy Policy (“policy”) explains the privacy practices pertinent to our website www.soundauth.com (“website”), related web pages, and our developer portal www.soundauth.dev , www.soundauth.io , developed for companies, individual users and organizations.

An user is defined as a person who uses our website, or developer portal. Terms like “website user” are used in this privacy document that means a person using the SoundAuth website. “Company”, “Organisations”, “Working Organisations” generally an entity who employs people or employees.

SoundAuth is a proprietary product by Trillbit Inc that enables any individual or organization to implement Passkeys based authentication methods for their mobile and web applications. We will refer to SoundAuth as a representation of our organization Trillbit and both terms refer to the same organization and are used interchangeably.

This Policy also applies to any of the services, functions and features accessible through the website (“Service(s)”) unless you are provided access to a separate privacy policy that applies to a particular Service (“Service Policy”), in which case the Service Policy will apply to that Service instead of this Policy. You may also be provided with a supplemental privacy notice for a particular Service (“Supplemental Policy”) in which case the Supplemental Policy and this Policy will apply to that Service, with the Supplemental Policy superseding any conflicting terms in this Policy. This Policy explains how data about you may be collected, used, and disclosed by us, and certain rights and choices you may have regarding your data.

Please read the following carefully to understand our practices regarding your personal data before accessing the Website or downloading and using the website or Services.

We value the privacy of our customers and are committed to protecting the personal information that you share with us. This Privacy Policy explains what information we collect, how we use it, and how we protect it.

1. Data Collection and Use

SoundAuth collects the following types of information:

1. **Personal Information:** This includes information that can be used to identify an individual, such as name, email address, and phone number. This information is collected when a customer signs up for our passwordless sign-up and login solution.
2. **Technical Information:** This includes information about the device and software used to access our services, such as IP address, browser type, and operating system. This information is used to improve the functionality and performance of our services.
3. **Usage Information:** This includes information about how our customers use our services, such as the pages visited and the duration of each session. This information is used to improve the customer experience and to better understand how our services are used.

We use the personal information we collect for the following purposes:

1. **To provide and improve our services:** We use the personal information to set up and manage customer accounts and to provide customer support.
2. **To communicate with customers:** We use the personal information to send customers updates about our services and to respond to customer inquiries.
3. **To improve our services:** We use the technical information and usage information to improve the performance and functionality of our services.

2. Information Collection

We may collect information that could be used to identify you, known as "personal data," including:

- Information you provide: We may collect personal data from you when you request a demo, download a resource, or contact us. This information may include your name, email, company name, and telephone number. We also have social media pages on platforms like Instagram, Facebook, Twitter, Slack, and LinkedIn. If you interact with these pages, we may collect information that you choose to share, such as your contact details. The social media companies hosting these pages may also provide us with analytics regarding their usage.
- Internet Activity Data: When you visit, use, and interact with our site, we may collect information about your visit. This may include the number of visitors, the pages they visit, their location, the browser they use, and their navigation pattern. Our systems may automatically collect log data, which includes your IP address, browser type, request date and time, and your interactions with the site. We also use cookies to gather usage data and improve your experience on the site.
- Email Open/Click Data: We use pixels in our emails that allow us to collect information such as your email, IP address, and the date and time you open an email or click links within.
- Personal Data Processed on Behalf of Business Customers: In providing our services to business customers, we may receive personal data about their employees, users, and customers, such as name, address, email, and phone number. We process this data according to our Terms of Service and agreements with the business customers. If you

are an individual who would like to access, correct, or request deletion of your information, please contact the business customer directly.

3. Cookies

We use cookies to operate and manage our site and gather usage data. A cookie is a piece of information sent to your browser by a website you visit. The duration for which cookies are stored on your computer may vary. Some cookies expire after a specific time or upon logging out (session cookies), while others persist even after your browser is closed until a defined expiration date set by the third party (persistent cookies).

You can modify your browser settings to receive notifications for new cookies or turn them off. This information can typically be found in the "help" section of your browser's toolbar.

If you access our site on a mobile device, you may have the option to reject cookies. However, rejecting cookies may limit your ability to access certain parts of the site and prevent you from benefiting from its full functionality.

4. Data Sharing and Transfer

We will not sell, rent, or share your personal information with third parties for their marketing purposes without your explicit consent. We may share your personal information with third-party service providers who perform services on our behalf, such as hosting, customer support, and email services. These third-party service providers are required to maintain the confidentiality of your personal information and are prohibited from using it for any purpose other than providing services to SoundAuth.

In the event of a merger, acquisition, bankruptcy, or other sale of all or a portion of our assets, your personal information may be transferred to the acquiring party.

5. Data Security

We take the protection of your personal information seriously and have implemented appropriate technical and organizational measures to secure your personal information from unauthorized access, alteration, or disclosure. Despite these measures, no security system can be 100% secure, and SoundAuth cannot guarantee the absolute security of your personal information.

6. Changes to this Privacy Policy

SoundAuth reserves the right to modify this Privacy Policy at any time. If we make changes to this Privacy Policy, we will post the updated policy on our website and update the "Effective Date" at the top of this policy. We encourage you to periodically review this policy to stay informed about how we are protecting your personal information.

7. Legal Obligations

We may disclose information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).

8. Vital Interests

We may disclose information where we believe it is necessary to protect our interests and the interests of you and other parties, including to investigate, prevent, or take action regarding potential violations of our policies, to prevent fraud and address suspected fraud, to fulfill contractual obligations, in situations involving potential threats to the safety of any persons or property, to address illegal activities, and in legal

proceedings in which we are involved. We may also disclose information to third parties to whom we may choose to sell, transfer or merge parts of our business or our assets.

9. Cross-Border Data Transfers

Our services and websites are designed for use globally. Any information we collect, including personal information you provide to us, may be transferred to and processed in the different locations of our cloud servers provided by AWS (Amazon Web Services). Different countries or geographies have different privacy safeguards or standards, we take reasonable and appropriate actions to follow the particular standard but can not guarantee that.

10. Data Retention

We retain personal information for as long as necessary for the purposes set out in this Policy, including fulfilling your inquiries, developing and maintaining partnerships and administering the App and Services, unless a longer retention period is required or permitted by law.

11. Your Data Choices

You may request a copy of your information or submit a request to delete your information. You must provide your temporary contact ID when submitting a request.

To request a copy of your information, please send an email to conatct@trillbit.com with subject line "Requesting Info: ".

To delete your information from the Website, please send an email to contact@trillbit.com. If you have provided personal information on the Website, or through other means and want to obtain a copy or request that it be deleted, please send an email to contact@trillbit.com with sufficient information (such as your name and email, user ID) for us to identify your personal information.

We may retain certain information, including a record of your request to delete information, to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and other policies, and/or to comply with internal policies or legal requirements. We may also retain your information in aggregated and/or de-identified, anonymized and/or pseudonymized form.

12. Other Websites and Links

The Websites may contain links to other websites. We are not responsible for the information collection or privacy practices of other websites. You should consult the privacy policies of other sites before you visit those sites or provide any information to those sites. We do not control the privacy practices of such third-party sites.

13. Revisions To This Policy

We reserve the right to revise this Policy at any time. Please review this Policy periodically for changes and at any time you provide information to us. We will post any revised versions of the Policy on the Website. The updated version will be effective upon posting. If required by law, we may notify you of changes either by posting a notice of such changes or by directly sending you a notification. By continuing to access or use the Website after changes become effective, you agree to be bound by the terms of the revised policy. We may also require your consent to the revised Policy in order to continue using the Website and its services.

14. Contacting Us

If you have questions or comments about this Policy, you may email us at contact@trillbit.com or write to us at Trillbit, Inc., 2 Ave De Lafayette Boston MA 02111