

**HIA TECHNOLOGIES INC.**  
**PRIVACY POLICY**  
Last Modified on May 15, 2025

HIA Technologies Inc. ("**HIA Technologies**," "**we**," "**us**" or "**our**") is committed to respecting the privacy rights and concerns of all users of HIA Technologies' web app (the "**App**") designed to enable conversational exchanges between End Users ("**You**", "**Your**", "**Yours**") and HIA's Subscribed Customer who is the imputable Licensee (HIA's "**Licensee**") of any communication hosted, or enabled by HIA. As such, we have established and implemented this Privacy Policy to inform users of the App how we use and protect the information we collect through the App. By accessing or using the App, you consent to HIA Technologies' collection, use, storage, deletion and disclosure of information relating to you as set forth in this Privacy Policy, effective as of the date set forth above.

This Privacy Policy answers the following questions:

- What information do we collect about you and how do we use it?
- Will we share your personal information with third parties?
- What choices do you have about the collection and use of your personal information?
- What security measures do we take to safeguard your personal information?

**Types of Information We Collect**

Our servers automatically record information transmitted by the device that You use to access the Licensee content. This information includes:

- Your IP address
- Your browser type and version
- The type and operating system of the device that You are using
- Details of your session interacting with the Licensee content:
  - Your unique session ID
  - Timing of the session (start time, end time, pauses in between, etc.).
  - Questions that You asked (if any), and the answers delivered
  - Questions that Licensee asked, and your answers to them
  - Call-to-action overlays on the screen (if any) that You clicked.
  - Thumb up/down icons (if any) that You clicked
- Google Analytics to help us learn non-personal information about who uses the App and what screens are being viewed.
- Cookies (small bits of electronic information that are sent to a user's browser and are stored on the user's computer hard drive or mobile device): Like many apps, we may employ cookies in certain areas of the App to allow us to provide information to make your user experience more convenient. For example, when you return to the App after logging in, cookies provide information to the App so that the App will remember who you are, speeding up or enhancing your experience of the App by, for instance, keeping track of where you left off in in your viewing of the content last time you were on the App. While we may use cookies to track your use of the App, this information does not identify you personally and you remain anonymous. You may still access and use the App if you set the privacy settings on your device to not accept cookies.

The collected information is transferred and stored in our servers, encrypted in transit and at rest.

We do **not** collect **personal information** (information that can be used to uniquely identify and contact you). It is possible, however, that the Licensee may include questions during the App session that ask you to submit personal information, e.g. asking for your name, email address, etc. with the intent to contact

you later. If you choose to answer such questions, your responses with personal information will also be stored in our servers in an encrypted format, and made available only to the Licensee.

### **How We Use the Information**

We use the information to monitor and analyze how You utilize the App, and to maintain and improve the App. By participating in a conversation through the App, you authorize us to use this personal information for the purposes identified herein.

### **Sharing Your Information**

We share the data collected during your conversational session on the App with the Licensee; it is not shared with any third party.

We may use your depersonalized personal information – if any – to provide analyses of the App in the aggregate to our prospective business partners and other third parties.

We may also share Your personal information stored in our servers – if any – under the following circumstances, and you expressly authorize us to share your information as follows:

- *Protection of rights.* We will share personal information if we have a good faith belief that (i) access, use, preservation or disclosure of such information is reasonably necessary to satisfy any applicable law, regulation, legal process, such as a court order or subpoena, or a request by law enforcement or governmental authorities, (ii) such action is appropriate to enforce our Terms and Conditions of Use for the App, including any investigation of potential violations thereof, (iii) such action is necessary to detect, prevent, or otherwise address fraud, security or technical issues associated with the App, or (iv) such action is appropriate to protect the rights, property or safety of HIA Technologies, its employees, users of the App or others.
- *Asset transfers.* If we become involved in a merger, acquisition or other transaction involving the sale of some or all of HIA Technologies' assets, user information, including personal information collected from you through your use of the App, could be included in the transferred assets. Should such an event occur, we will use reasonable means to notify you through a prominent notice within the App.
- *Service Providers.* We may share your personal information with service providers (including our affiliates that provide services on our behalf, e.g. third-party speech recognition tool providers, etc.) that we engage for the purpose of processing information on our behalf. Additionally, we may partner with other companies to process, analyze, and/or store data. While providing services for us, these companies may access your personal information. To the extent applicable, we require these entities to comply with this Privacy Policy and appropriate confidentiality and security measures.

### **Control of Your Information**

You may request us to delete your personal information by sending us an email at [support@hia.ai](mailto:support@hia.ai).

### **Security measures we take to safeguard your personal information**

All collected information as described above is stored on servers which are protected by protocols and procedures designed to ensure the security of such information. Internally, we restrict access to personal information to our employees, independent contractors and agents who need to know this information in order to develop, operate and maintain the App. All HIA Technologies personnel who have access to this information are trained in the maintenance and security of such information. However, no server, computer or communications network or system, or data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect user information, we cannot ensure

or warrant the security of any information you transmit to us or through the use of the App and you acknowledge and agree that you provide such information and engage in such transmissions at your own risk. Once we receive a transmission from you, we will endeavor to maintain its security on our systems.

In the event we have Your personal information stored, and it is compromised as a result of a breach of security, when appropriate we will take reasonable steps to investigate the situation, notify you and take the necessary steps to comply with any applicable laws and regulations.

#### **Notification of Changes**

This Privacy Policy may change from time to time and we will post all changes within the App.

#### **Mediation**

You agree that, in the event any dispute or claim arises out of or relating to this Privacy Policy, you and HIA Technologies will attempt in good faith to negotiate a written resolution of the matter directly between the parties. You agree that if the matter remains unresolved for forty-five (45) days after notification that a dispute exists, all parties shall join in mediation services in Los Angeles, California with a mutually agreed mediator in an attempt to resolve the dispute. Should you file any arbitration claims, or any administrative or legal actions without first having attempted to resolve the matter by mediation, then you agree that you will not be entitled to recover attorneys' fees, even if you would otherwise be entitled to them.

#### **Questions? Contact Us**

If you have any questions about our privacy practices or this Privacy Policy, please contact us by email at [support@hia.ai](mailto:support@hia.ai).

#### **Terms and Conditions of Use**

Please read the Terms and Conditions of Use governing your access and use of the App.