This Privacy Policy is incorporated by reference into the Pathmonk GmbH End User License Agreement (EULA). Pathmonk GmbH ("Pathmonk GmbH", "we", "us", "our") provides this "Privacy Policy" to inform our customers of our policies and procedures regarding the collection, use and disclosure of personally identifiable information that we receive when they visit and use the Pathmonk GmbH software-as-a-service application ("Pathmonk") and any websites owned by Pathmonk GmbH (collectively, the "Sites"). Throughout this Privacy Policy, we will refer to you as "you" or "Customer" and we will refer to Pathmonk GmbH and its affiliates and subsidiaries as "we", "us", or "Pathmonk GmbH". We will refer to your clients and users as "End User". For ease of reading in this Privacy Policy, the Sites and Pathmonk are collectively referred to as the "Service(s)." Capitalized terms not defined in this Privacy Policy have the meaning ascribed to them in the Terms.

1. END USER DATA

Customers of Pathmonk GmbH ("Customer") may use our Service to collect information from their customers ("End User"). End User data may include, without limitation, information about the identity of End Users (such as name, postal address, e-mail address and phone number). Pathmonk GmbH allows Customers the ability to pass End User data into Pathmonk and out from Pathmonk into a variety of third-party applications and services. Pathmonk GmbH may also store this data at the instruction of the Customer. Pathmonk GmbH is not responsible for inspecting the End User data that it collects. Each third-party application has its own policies regarding the collection and use of End User data. This Privacy Policy does not apply to websites, applications, or services that display or link to different privacy statements.

Information we may receive about others through the course of providing our Service to you through the Pathmonk Platform, you may provide us with information from or about your end users, including, but not to, Talklog data. In all of these cases, our software has been integrated into your product or application and we are handling Customer Data solely on your behalf for the purpose of providing the Service and in accordance with our agreements with you, our customer. Pathmonk GmbH is in no way to be identified as the Data Controller or any form of a Data Processor. This holds true also for any form of indemnification claims by End User against either Pathmonk GmbH or the Customer. For clarity, and without limitation, the collection of End User Data is not governed by this Privacy Policy.

2. PERSONALLY IDENTIFYING INFORMATION

- 2.1 In the course of using the Services, Customer may provide Pathmonk GmbH with certain personally identifying information to identify and contact Customer, and to set up and administer the Customer's account ("Personally Identifying Information" or "PII"). PII may include, but is not to, Customer name, phone number, credit card or other billing information, email address, and postal addresses. Customer may at any time refuse to provide the PII that Pathmonk GmbH requests; however, this may limit Pathmonk GmbH's ability to provide Services. We do not consider Personal Information to include information that has been anonymized so that it does not allow a third party to easily identify a specific individual.
- 2.2 PII is used for the following purposes: (i) to provide, administer and improve Services, (ii) to better understand Customer needs and interests, (iii) to fulfill requests Customer may make, (iv) to personalize customer experience, (v) to provide service announcements, (vi) to provide Customer with further information and offers from Pathmonk GmbH or its affiliates, and (vii) protect, investigate and deter against fraudulent, harmful, unauthorized or illegal activity. We use this information to operate, maintain, and provide to you the features and functionality of the Service, to process your requests, to operate, maintain, analyze and improve our site and Service, and to communicate directly with you and offer products and services to you. We may also send you Service-related emails or messages (e.g., account verification, payment confirmations, change or updates to features of the Service, technical and security notices). See a detailed overview on how the information is used:
 - Facilitate and enhance your use of the Services
 - Internal and Service-Related Usage. We use information, including Personal Information, for internal and purposes related to the Service only and may provide it to third parties to allow us to facilitate the Service. We may use and retain any data we collect to provide and improve our services
 - Operations. We use the information to operate, maintain, enhance and provide all features of the Service, to provide the services and information that you request, to respond to comments and questions and to provide support to users of the Service
 - Improvements. We use the information to understand and analyze the usage trends and preferences of Visitors and End Users, to improve the Service, and to develop new products, services, feature, and functionality. Perform research and analysis about and End User use of, or interest in, the Site,

- Services, and content provided by us, or products, services and content offered by others
- Service-related communication. We use the information we collect or receive to communicate directly with you. We may send you emails containing newsletters, promotions and special offers. If you do not want to receive such email messages, you will be given the option to opt out or change your preferences. We also use your information to send you Service-related emails (e.g., account verification, purchase and billing confirmations and reminders, technical and security notices). For certain Service-related e-mails, the only way to opt-out is to terminate your account with Pathmonk
- Marketing. We may use information, including Personal Information to facilitate transmittal of information that may be useful, relevant, valuable or otherwise of interest to you. Develop and display content and advertising tailored to your interests as reflected by your use of the Services
- Verify your eligibility and deliver prizes in connection with contests and sweepstakes
- Enforce our Terms of Service
- Manage our business
- Perform functions as otherwise described to you at the time of collection
- We may use aggregate and anonymized information for any purpose
- Analytics. We use Google Analytics and other Analytics platforms to measure and evaluate access to and traffic on the Public Area of the Site and the Service, and create user navigation reports for our Service administrators. In the case of Google Analytics, Google operates independently from us and has its own privacy policy, which we strongly suggest you review. Google may use the information collected through Google Analytics to evaluate Users' and Visitors' activity on our Site. For more information, see Google Analytics

 Privacy and Data Sharing. We take measures to protect the technical information collected by our use of Google Analytics. The data collected will only be used on a need to know basis to resolve technical issues, administer the Site and identify visitor preferences; but in this case, the data will be in non-identifiable form.
- 2.3 When you access our Service by or through a mobile device, we may receive or collect and store a unique identification numbers associated with your device ("Device ID"), mobile

carrier, device type and manufacturer, phone number, and, depending on your mobile device settings, your geographical location data, including GPS coordinates (e.g. latitude and/or longitude) or similar information regarding the location of your mobile device.

We use or may use the data collected through cookies, log file, device identifiers, location data and clear gifs information to: (i) remember information so that you will not have to re-enter it during your visit or the next time you visit the site; (ii) provide custom, personalized content and information, including advertising; (iii) provide and monitor the effectiveness of our Service; (iv) monitor aggregate metrics such as total number of visitors, traffic, usage, and demographic patterns on our website and our Service; (v) diagnose or fix technology problems; and (vii) otherwise to plan for and enhance our service.

- 2.4 The Service will link to your designated Facebook page and we will collect information including Personal Information from such social media website and we reserve the right to collect information from any other linked third party services.
- 2.5 We collect information you post through the Service. For example, when you interact with other Users by submitting Your Content, the Service will collect the information you provide in such submissions, including any Personal Information.
- 2.6 Customer Support. We may collect Personal Information through your communications with our customer-support team.

3. AGGREGATE DATA

Pathmonk GmbH may collect and analyze non-PII information about the performance of Pathmonk. From time to time, Pathmonk GmbH may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of Pathmonk.

4. COOKIES, PIXELS TAGS, LOCAL SHARED OBJECTS, WEB STORAGE AND SIMILAR TECHNOLOGIES

4.1 Like many websites, Pathmonk GmbH collects certain information through the use of "cookies," which are small text files that are saved on the browser when customers access our Services. We automatically collect certain types of usage information when you visit our website or use our Service. When you visit the website, we may send one or more cookies — a small text file containing a string of alphanumeric characters — to your computer that uniquely identifies your browser and lets us help you log in faster and enhance your navigation through the site. A cookie may also convey information to us about how you use

the Service (e.g., the pages you view, the links you click, how frequently you access the Service, and other actions you take on the Service), and allow us to track your usage of the Service over time. We may collect log file information from your browser or mobile device each time you access the Service. Log file information may include anonymous information such as your web request, Internet Protocol ("IP") address, browser type, information about your mobile device, referring / exit pages and URLs, number of clicks and how you interact with links on the Service, domain names, landing pages, pages viewed, and other such information. Pathmonk GmbH may use both session cookies and persistent cookies to identify that Customer logged in to Pathmonk and to tell Pathmonk GmbH how and when Customer interacts with our Services. Pathmonk GmbH may also use cookies to monitor aggregate usage and web traffic routing on our Services and to customize and improve Pathmonk. Pathmonk GmbH may link this information to Customer's account. Unlike persistent cookies, session cookies are deleted when customers log off from Pathmonk and close the browser. Although most browsers automatically accept cookies, Customer can change browser options to stop automatically accepting cookies or to prompt before accepting cookies. If Customer does not accept cookies, Customer may not be able to access all portions or features of Pathmonk. Pathmonk GmbH may also use cookies in connection with third party services to run analytics on Pathmonk; such cookies may collect PII about Customers. Most browsers allow you to block and delete cookies. However, if you do that, the Service may not work properly.

By using the Service, you are authorizing us to gather, parse, and retain data related to the provision of the Service. The Service collects and stores information that is generated automatically as you use it, including how it is used, your preferences and anonymous usage statistics. When you visit the Service, we and our third-party service providers receive and record information on our server logs from your browser, including your IP address, and from cookies and similar technology.

- 4.2 Pathmonk GmbH does not respond to "Do Not Track" browser signals or other similar mechanisms. Third parties may collect personal information about online activities over time and across sites when Customer visits Pathmonk.
- 4.3 Pathmonk GmbH may employ and/or our third party tracking utility company may employ software technology called clear gifs (a.k.a. Web Beacons/Web Bugs), that help Pathmonk GmbH better manage content on Pathmonk by informing Pathmonk GmbH what content is effective. These gifs (or other tracking technology) may be included in or associated with e-mails or other communications that Customer receives from Pathmonk GmbH (or its

partners) in order to help Pathmonk GmbH track response and interests and to deliver Customer relevant content and services. Pathmonk GmbH may tie information gathered by clear gifs or other tracking technology to PII. In addition, we may also use clear gifs in HTML-based emails sent to our users to track which emails are opened and which links are clicked by recipients. The information allows for more accurate reporting and improvement of the Service. We may also collect analytics data, or use third-party analytics tools, to help us measure traffic and usage trends for the Service. These tools collect information sent by your browser or mobile device, including the pages you visit, your use of third party applications, and other information that assists us in analyzing and improving the Service.

- 4.4 Pathmonk GmbH servers may automatically record certain information about how a Customer uses Pathmonk (Pathmonk GmbH refers to this information as "Log Data"), including both account holders and non-account holders. Log Data may include information such as a Internet Protocol (IP) address, device and browser type, operating system, the pages or features of Pathmonk to which a user browsed and the time spent on those pages or features, the frequency with which Pathmonk is used, search terms, the links on Pathmonk that has been clicked on or used, conversational templates, conversational data and other statistics. Pathmonk GmbH use this information to administer Pathmonk and Pathmonk GmbH analyzes (and may engage third parties to analyze) this information to improve and enhance Pathmonk by expanding its features and functionality and tailoring it to its customers needs and preferences. At no time will this direct log data be made available for third parties for their own usage, either on or outside of the Pathmonk GmbH platform.
- 4.5 Pathmonk GmbH may partner with a third party ad network to either display advertising or to manage advertising on other sites. A Pathmonk GmbH ad network partner may use cookies and Web beacons to collect non-personally identifiable information about Customer activities on our Services and other websites to provide targeted advertising based upon Customer interests. If Customer wishes to not have this information used for the purpose of serving targeted ads, Customer may opt-out by emailing unsubscribe@pathmonk.com. Note this does not opt Customer out of being served all advertising. Customer may continue to receive generic ads. It may take up to forty-eight (48) hours for us to process an unsubscribe request. Even after you opt out of all electronic communications, we will retain your Personal Data in accordance with this Privacy Policy, however, we will no longer use it to contact you.

5. INFORMATION DISCLOSURE

Pathmonk GmbH does not share or sell the Personally Identifying Information that Customer provides with other organizations without express consent. Under this Privacy Policy Customer hereby consents to sharing under the following circumstances:

- Service Providers. We may employ third party companies and individuals to administer and provide the Service on our behalf, (including, without limitation, bill and credit card payment processing, maintenance, administration, support, hosting and database management services). These third parties may have access to your PII only to perform these tasks on our behalf in accordance with this Privacy Policy and are obligated not to disclose or use it for any other purpose. We may share any information we receive with vendors and service providers retained in connection with the provision of the Service.
- Displaying to Other Users. The content you post to the Service may be displayed on the Service. Other users of the Service may be able to see some information about you, such as any information in Your Content. We are not responsible for privacy practices of the other users who will view and use the posted information.
- Social Networking and Other Websites. The Service may allow you to share
 information, including Personal Information, with other websites, such as Facebook.
 Their use of the information will be governed by their terms of service and/or privacy
 policies, and you may be able to modify your privacy settings on their websites.
- Marketing. We do not rent, sell, or share Personal Information about you with other people or nonaffiliated companies for their direct marketing purposes, unless we have your permission. We may allow access to other data collected by the Service to enable the delivery of online advertising on this website, or otherwise facilitate transmittal of information that may be useful, relevant, valuable or otherwise of interest to you.
- As Required By Law and Similar Disclosures. We may access, preserve, and disclose your Personal Information, other account information, and content if we believe doing so is required or appropriate to: comply with law enforcement requests and legal process, such as a court order or subpoena; respond to your requests; or protect your, our or others' rights, property, or safety. Pathmonk GmbH may disclose information about you to government or law enforcement officials or private parties as required by law, and disclose and use such information as we believe reasonably necessary or appropriate to respond to claims and legal process (including but not to subpoenas), to protect the safety of the public or any person, or to prevent or stop

- any activity we may consider to be, or to pose a risk of being, illegal, unethical, unauthorized or harmful.
- To protect and defend our rights and property
- Merger, Sale, or Other Asset Transfers. If we are involved in a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, sale of company assets, or transition of service to another provider, your information may be sold or transferred as part of such a transaction as permitted by law and/or contract.
 Pathmonk GmbH may sell, transfer or otherwise share some or all of its business or assets, including your personal information, in connection with a business deal (or potential business deal) such as a merger, consolidation, acquisition, reorganization or sale of assets or in the event of bankruptcy, in which case we will require the recipient to honor this Privacy Policy. You acknowledge that such transfers may occur and that any acquirer or successor of Pathmonk GmbH or its assets may continue to use your personal information as set forth in this Privacy Policy. We cannot control how such entities may use or disclose such information. You will be notified via email and/or a prominent notice on our Site or Service of any change in ownership or resulting change in uses of your personal information, as well as any choices you may have regarding your personal information.
- Parent Companies, Subsidiaries and Affiliates. We may also share your Personal
 Data with our parent companies, subsidiaries and/or affiliates for purposes consistent
 with this Privacy Policy. Our parent companies, subsidiaries and affiliates will be
 bound to maintain that Personal Data in accordance with this Privacy Policy.
- Permission. We may disclose your Personal Information with your permission.

6. SECURITY OF YOUR INFORMATION

The security of your PII is important to us. We follow generally accepted industry standards to protect the PII submitted to us, both during transmission and once we receive it (including encrypted storage, firewalls and password protection). We take appropriate security measures (including physical, electronic and procedural measures) to help safeguard your personal information from unauthorized access and disclosure. For example, only authorized employees and third parties who have agreed to be bound by confidentiality restrictions, such as consultants, may be permitted to access personal information, and they may do so only for permitted business functions. In addition, we use SSL encryption in the transmission of your sensitive personal information between your system and ours, and we use firewalls

to help prevent unauthorized persons from gaining access to your personal information. We want you to feel confident using the Services. Each of our employees is aware of our security policies, and your information is only available to those employees who need it to perform their jobs.

We host our Services with Amazon Web Service (AWS) technology. Amazon continually manages risk and undergoes recurring assessments to ensure compliance with industry standards. Amazon's data center operations have been accredited under: ISO 27001, SOC 1 and SOC 2/SSAE 16/ISAE 3402 (Previously SAS 70 Type II), PCI Level 1, FISMA Moderate, Sarbanes-Oxley (SOX).

However, no system can be completely secure. No method of transmission over the Internet using industry standard technology is 100% secure. Therefore, we cannot guarantee the absolute security of your information and do not accept liability for unintentional disclosure such information. Although we take steps to secure your information, we do not promise, and you should not expect, that your personal information, searches, or other communications will always remain secure. Users should also take care with how they handle and disclose their personal information and should avoid sending personal information through insecure e-mail. By using the Service or providing Personal Information to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of the Service. If we learn of a security system's breach, we may attempt to notify you electronically by posting a notice on the Service or sending an email to you.

7. RETENTION OF INFORMATION

If you close your account, we may still retain certain information associated with your account for analytical purposes and recordkeeping integrity, as well as to prevent fraud, collect any fees owed, enforce our terms and conditions, take actions we deem necessary to protect the integrity of our web site or our users, or take other actions otherwise permitted by law. Further, because of the complexities of the technology involved, we cannot guarantee total or irrevocable deletion of your account information, and we cannot provide you with any specific timelines for deletion. In addition, if certain information has already been provided to third parties as described in this Privacy Policy, retention of that information will be subject to those third parties' policies.

8. CHILDREN

Because the nature of Pathmonk does not appeal to children under the age of 13, Pathmonk GmbH does not knowingly acquire or receive PII from children under 13. If Pathmonk GmbH later learn that any customer is under the age of 13, Pathmonk GmbH will take appropriate steps to remove that customer's information from the account database and will restrict that individual from future access Pathmonk. If you learn that your child has provided us with Personal Information without your consent, you may alert us at support@pathmonk.com.

9. TESTIMONIALS

Pathmonk GmbH may display personal testimonials of satisfied customers on Pathmonk in addition to other endorsements. With Customer consent Pathmonk GmbH may post a testimonial. If Customer wishes to update or delete testimonial, email hello@pathmonk.com.

10. SOCIAL MEDIA

Pathmonk may include social media features, such as the Facebook "like" button and widgets, such as the "share this" button. These features may collect PII and track Customer use of Pathmonk. These social media features are either hosted by a third party or hosted directly on Pathmonk. Customer interactions with these features are governed by the privacy policy of the company providing such functionality. When you interact with our site through various social media, such as when you login through Facebook, Twitter, Google, Github, or Yahoo, or interact with us on Facebook, Twitter, Medium, Youtube, Github, or other social media, we may receive information from the social network including your profile information, profile picture, gender, user name, user ID associated with your social media account, age range, language, country, friends list, and any other information you permit the social network to share with third parties. The data we receive is dependent upon your privacy settings with the social network. You should always review, and if necessary, adjust your privacy settings on third-party websites and services before linking or connecting them to our website or Service.

11. INTERNATIONAL TRANSFER

If you are visiting the Services from outside EEA, please be aware that you are sending information (including Personal Data) to EEA where our servers are located. That information may then be transferred within EEA or back out of EEA to other countries

outside of your country of residence, depending on the type of information and how it is stored by us. These countries (including EEA) may not necessarily have data protection laws as comprehensive or protective as those in your country of residence; however, our collection, storage and use of your Personal Data will at all times continue to be governed by this Privacy Policy. Your information 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 are located outside the EEA and choose to provide information to Pathmonk GmbH, please be advised that we transfer PII to the EEA, and process it there. If you are visiting website or using the service from any another region with laws governing data collection and use, please note that you are agreeing to the transfer of your information and processing globally. By providing your information you consent to any transfer and processing in accordance with this privacy policy. By choosing to visit the Website, use the Service or otherwise provide information to us, you agree that any dispute over privacy or the terms contained in this Privacy Policy will be governed by the law of the Republic of Ireland, without regard to its conflict of law provisions.

You and Pathmonk GmbH agree to submit to the personal and exclusive arbitration of any disputes relating to your use of the Service under the rules of JAMS. Any such arbitration, to the extent necessary, shall be conducted in Dublin in the Republic of Ireland. You agree to not sue Pathmonk GmbH in any other forum. You also acknowledge and understand that, with respect to any dispute with the Released Parties arising out of or relating to your use of the Service or the Agreement:

- You are giving up your right to have a trial by jury;
- You are giving up your right to serve as a representative, as a private attorney general, or in any other representative capacity, or to participate as a member of a class of claimants, in any lawsuit involving any such dispute; and
- You must file any claim within one (1) year after such claim arose or it is forever barred.

12. CHANGING OR DELETING INFORMATION

12.1 You can request access to some of your Personal Data being stored by us. You can also ask us to correct, update or delete any inaccurate Personal Data that we process about them. All Pathmonk GmbH account holders may review, update, correct or delete the PII in their registration profile by logging into their account. Removing your information may limit

our ability to provide the Service to you. If you completely delete all such information, your account will be deactivated and you will lose access to the Service. You may also contact us directly to accomplish the foregoing or if you have additional requests or questions. We'll take reasonable steps to provide, modify or delete your information as soon as is practicable, but some information may remain in archived/backup copies for our records or as otherwise required by law. We may limit or reject your request in certain cases, including without limitation where the burden or expense of providing access would be disproportionate to the risks to your privacy in the case in question, where the rights of other persons would be violated, or as required by law.

12.2 Pathmonk GmbH has no direct relationship with the individuals whose personal data is contained within the End User Data. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate personal data provided by our Customers should direct their query to Pathmonk GmbH's Customer. If the Customer requests Pathmonk GmbH to remove or modify the data, we will respond to their request.

If the Customer would like to update or correct any information that you have provided to us through the use of the Service or otherwise, or if the Customer has suggestions for improving this Privacy Policy, please email to hello@pathmonk.com

13. EXTERNAL LINKS

The Service may contain links to other websites and services. The fact that we link to a website or service is not an endorsement, authorization or representation that we are affiliated with that third party. We do not exercise control over third party websites or services, and are not responsible for their actions. Other websites and services follow different rules regarding the use or disclosure of the PII you submit to them. We encourage you to read the privacy policies or statements of the other websites you visit and services you use.

14. VOLUNTARY DISCLOSURE OF PUBLIC INFORMATION

We may make available on our Site, or link to, certain opportunities for our members and other users to share information online (e.g., on message boards, in chat areas, in file uploads, through events, etc.). Please be aware that whenever you voluntarily disclose personal information online, that information becomes public and can be collected and used by others. We have no control over, and take no responsibility for, the use, storage or

dissemination of such publicly-disclosed personal information. By posting personal information online in public forums, you may receive unsolicited messages from other parties

15. CHANGES TO PRIVACY POLICY

Pathmonk GmbH reserves the right to modify this Privacy Policy at any time. We encourage you to periodically review this page for the latest information on our privacy practices. If we make material changes to this Privacy Policy you will be notified via e-mail (if you have an account where we have your contact information) or otherwise in some manner through the Service that we deem reasonably likely to reach you (which may include posting a new privacy policy on our Site – or a specific announcement on this page or on our blog). Any modifications to this Privacy Policy will be effective upon our posting of the new terms and/or upon implementation of the new changes on the Service (or as otherwise indicated at the time of posting). In all cases, your continued use of the Service or Site after the posting of any modified Privacy Policy indicates your acceptance of the terms of the modified Privacy Policy.

16. ACCEPTANCE OF THESE TERMS

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

17. QUESTIONS OR COMPLAINTS

You can direct any questions or complaints about the use or disclosure of your personal data to us at hello@pathmonk.com. We will investigate and attempt to resolve any complaints or disputes regarding the use or disclosure of personal data within 45 days of receiving your complaint.

18. THIRD PARTY INTEGRATIONS

18.1 Google Calendar API

Application Data

- Access: We only access the availability in a user's connected calendar. No other data is accessed.
- Usage: We use the availability of the calendar to ensure no double booking is happening and create an event at the time requested by the final user.

- **Storage:** We do not store or retained any information obtained from Google Calendar API Services
- Sharing: We do not share any information with any external party or build database from the data obtained from Google Calendar API Services

Limited Use Requirements:

Pathmonk Google Calendar Integration use and transfer to any other app of information received from Google APIs will adhere to <u>Google API Services User Data Policy</u>, including the Limited Use requirements

19. CONTACT INFORMATION

If you have any questions or concerns about Pathmonk GmbH or this Privacy Policy, you may contact us at:

Pathmonk GmbH

Orangeriestr. 1a

Duesseldorf

Germany

General: hello@pathmonk.com

LAST REVISION DATE

This Policy was last materially revised on November 15th, 2023, and effective as of November 15th, 2023.