

# **PRIVACY POLICY**

## **1. PRIVACY STATEMENT**

Limited liability company “ART OF AUTOMATION” (“ART OF AUTOMATION”, “we”, “us” or “our”) respects your concerns about privacy and is committed to maintaining your confidence and trust with respect to the privacy of the personal information we collect and use. This Privacy Statement governs and informs you of our privacy practices as it relates to the personal information that is collected and used by us.

This Privacy Statement covers the personal information that is collected via this website, such as personal information that we process when we do business generally, or when you engage with us as a client or potential client in relation to the provision of any of our products or services.

## **2. COLLECTION OF PERSONAL INFORMATION**

We may collect information from you in a number of ways:

### **Information You Provide**

You may choose to provide personal information such as your name and job title, company or organization, email address, postal address and telephone number on our website. Here are some ways you may provide the information and the types of information you may submit:

- You may register on our website for events. You may provide us with information such as your name, telephone number and email address when registering for an event. We use this information to register you for the event and to provide updates regarding the event. We may also use the information to communicate with you about other topics that we believe may be of interest to you.
- If you communicate with us through the “Contact Us” link on our website, we may ask you for information such as your name, email address and telephone number. We may use the information you provide to communicate with you.

We may also use the personal information you provide to understand how you use this website and/or for marketing purposes. We may for instance send you information about our products and services that we feel might be of particular interest to you. We may use the personal information of our website users in aggregated form to measure the website's performance as well as to improve the design and functionality of the website. By doing so, our intention is to serve you better by providing the best products, services, and experiences that we are able to provide.

### **Information Collected Automatically**

We use automatic data collection tools to collect personal information from users who visit the ART OF AUTOMATION's public website. These tools include web beacons, cookies, embedded web links, and other commonly used information gathering tools. These tools may collect information: (i) about your Internet Protocol (IP) address, the pages you view, and the links you click and (ii) that your browser sends to this website, such as your browser type and language, operating system access times, and the address of the website from which you arrived at this ART OF AUTOMATION website.

### **Client Data**

When our clients engage us to provide the Services, we may process and store data, some of which may be personal information, on their behalf pursuant to our services agreements with them ("Client Data"). For example, our clients may upload and store personal information on ART OF AUTOMATION hosted and/or managed solutions that we offer and provide to them. The types of information we may collect directly from our clients and their users may include names, email addresses, postal addresses, phone numbers, transactional information, financial/billing information, as well as any contact or other information they choose to provide for us to undertake the Services. Such information will include any information that our clients instruct us to manage. In such cases, we are acting as a data processor in respect of the Client Data and will process such data only on our client's behalf and strictly in accordance with their instructions. It is our clients, as the data controllers, who control the use of the account and what information is uploaded.

### **3. HOW WE USE YOUR INFORMATION**

We may use your personal information:

- i. to respond to your requests, inquiries, comments or concerns;
- ii. to provide you with information about ART OF AUTOMATION's products, services, events, promotional activities, online surveys and/or support;
- iii. to notify you about changes or updates to the ART OF AUTOMATION website and our products and services;
- iv. to better understand your needs and interests, as well as how you are navigating through our website;
- v. to assist us in delivering a consistent and personalized experience by operating, improving, and personalizing the products and services we offer;
- vi. to gather demographic information and monitor activity on our website;
- vii. for other legitimate business purposes and any other purposes about which we notify clients and users.

Our direct marketing services are permission-based, meaning that we only send marketing-related or promotional messages to users who have opted-in to receive them. You can choose not to submit your personal information to us; if you submitted your personal information to us and do not wish to receive e-mails from us about products or services that may be of interest, you can unsubscribe at any time. We will include an opt-out link in each e-mail that we send. After unsubscribing, you will be removed from our database.

### **4. HOW WE SHARE YOUR INFORMATION**

We may share information with companies working on our behalf. However, we will not sell, rent, or lease your information to any third party without your consent and we will not cross-reference personal information collected through one client's use of our Services with that of any other client or entity.

We may decide to sell, buy, merge, or otherwise reorganize businesses throughout the world. Should such a combination or acquisition occur, the transaction may involve the disclosure of your personal information to continue serving you and other users of our website.

We may access, preserve, and disclose your information 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; to respond to your requests; to prevent or address fraud, security, or technical issues; or to protect our property or other legal rights or the rights or property of others.

## **5. ACCESS AND CORRECTION**

We will provide you with reasonable access to the personal information you provide, as well as the ability to review, correct, update and delete such personal information.

## **6. HOW WE PROTECT YOUR INFORMATION**

We have taken the appropriate steps to ensure that client information is protected in accordance with our Privacy Statement. We have implemented the necessary and required physical, technological and administrative controls to protect data in use and in storage.

By providing personal information to us or using the ART OF AUTOMATION's website, you agree that we can communicate with you electronically regarding security, privacy, and administrative issues relating to your use of our Services and ART OF AUTOMATION website.

## **7. INFORMATION WE TRANSFER**

We may transfer the personal information we collect through the website to other countries, which may have different personal data protection rules than in your country. By using our website, you consent to the transfer of information to countries outside your country of residence. We will protect your information in accordance with this Privacy Statement wherever it is processed.

## **8. LINKS TO NON-ART OF AUTOMATION WEBSITES**

This ART OF AUTOMATION website may provide links to other websites for your convenience and information. These websites operate independently from our website and are not under our control, if you access those links, you will leave the ART OF AUTOMATION website. These sites may have their own privacy statements or terms of use, which we strongly suggest you review if you visit any linked websites. ART OF AUTOMATION is not responsible for the content of partner's sites, as well as any products or services that they offer.

## **9. COOKIES**

Cookies are small text files containing small amounts of information which are downloaded to your computer or mobile device when you visit a website. We use cookies to help us monitor the way the website is used, to remember users' settings (e.g. language preference) and generally improve the user experience. Users can control the use of cookies using their browser's security settings. If you reject cookies, you may still use our site, but your ability to use some features or areas of our site may be limited.

## **11. EU-US PRIVACY SHIELD**

**Limited liability company “ART OF AUTOMATION” and its applicable US subsidiaries participates in and has certified compliance with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union to the United States. ART OF AUTOMATION is committed to subjecting all applicable personal information received from European Union (EU) member countries, in reliance on the Privacy Shield Framework, to the Framework’s applicable Principle of Notice, Choice, Accountability for Onward Transfer, Security, Data Integrity and Purpose Limitation, Access, and Recourse, Enforcement and Liability.**

**If a third party processes personal information on behalf of ART OF AUTOMATION in a manner inconsistent with the Privacy Shield Principles, ART OF AUTOMATION could be liable unless ART OF AUTOMATION can prove that it is not responsible for the event giving rise to any damage.**

**If there is any conflict between the policies in this privacy statement and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield Framework, visit the U.S. Department of Commerce’s Privacy Shield website. [<https://www.privacyshield.gov/list>]**

**ART OF AUTOMATION commits to resolve complaints about your privacy and our collection or use of your personal information. European Union individuals with inquiries or complaints regarding this Privacy Statement should first contact us by email at [info@botcreators.ru](mailto:info@botcreators.ru) or by writing us at**

**Limited liability company “ART OF AUTOMATION”**

**115280, Moscow, st. Autozavodskaya, d. 23A, Bldg 2, floor 3, office 310.**

**With respect to personal information received or transferred pursuant to the Privacy Shield Framework, ART OF AUTOMATION is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, it will be referred to Judicial Arbitration and Mediation Services, Inc., (JAMS) under the JAMS International Mediation Rules, which are accessible on the JAMS website at <https://www.jamsadr.com/eu-us-privacyshield>. You may also submit a claim directly to JAMS through the following site, which is maintained by JAMS: <https://www.jamsadr.com/file-an-eu-usprivacy-shield-or-safe-harbor-claim>.**

**Under certain conditions, individuals may be able to invoke binding arbitration before the Privacy Shield Panel jointly created by the U.S. Department of Commerce and the European Commission to resolve complaints not resolved by other means, as described in Annex I to the Privacy Shield Principles <https://www.privacyshield.gov/article?id=ANNEX-I-introduction>.**

## **12. CHANGES TO THIS STATEMENT**

ART OF AUTOMATION reserves the right to change this Privacy Statement at any time. Any changes shall be reflected in an updated Privacy Statement that will be posted on this website with an updated revision date.

## **13. CONTACTING US**

If you have comments or questions about our Privacy Statement or our processing of your information, please contact us by email at [info@botcreators.ru](mailto:info@botcreators.ru) or by writing us at

**Limited liability company “ART OF AUTOMATION”**

**115280, Moscow, st. Autozavodskaya, d. 23A, Bldg 2, floor 3, office 310.**