

## **MANGOBYTES PRIVACY POLICY**

Last Updated November 4, 2025

MangoBytes, Inc. (“MangoBytes,” “we,” “us,” or “our”) has prepared this Privacy Policy to explain what personal information we collect, how we use and share that information, and your choices concerning our information practices. Through our website and software-as-a-service platform (“MangoBytes Platform”), we provide a conversation-based, issue resolution product and related services (collectively, the “Service”). This Privacy Policy applies to our website, and, to the extent not superseded by our customer’s privacy policies, to the Service or any other products and services that link to this Privacy Policy. MangoBytes is the controller for the practices described in this Privacy Policy. Before using the Service or submitting any personal information to MangoBytes, please review this Privacy Policy carefully and contact us if you have any questions.

### **1. APPLICABILITY OF THIS PRIVACY POLICY**

Please note that if you use or interact with the MangoBytes Platform as an authorized user of a MangoBytes customer (most likely your employer), then the MangoBytes’ customer who has provided you with access to the MangoBytes Platform will be responsible (i.e., the controller) for any personal information you provide to us through the MangoBytes Platform. In that case, our use of personal information is governed by the terms and conditions of the separate customer agreement that MangoBytes has in place with such customer. We will only process such personal information on the instructions of that MangoBytes customer and do not determine the purposes for which the information will be processed. Please contact the relevant MangoBytes customer if you have any questions on the processing of your personal information and any rights you may have. For example, if you would no longer like your information to be used by MangoBytes or you would like to access, correct, or request deletion of your information in MangoBytes’ possession or control, please contact the MangoBytes customer through which you receive access to the MangoBytes Platform. In addition, our Services are designed for businesses and are not intended for personal, family, or household use. Accordingly, we treat all personal information covered by this Privacy Policy as pertaining to individuals acting as business representatives, rather than in their personal capacity.

## 2. PERSONAL INFORMATION COLLECTION – MANGOBYTES.AI

- **Business Contact Information:** If you are a representative or key contact of one of our actual or prospective customers, suppliers, or other business partners, we may collect personal information about you when entering into an agreement with your company and during the course of our relationship with your company, such as your name, contact details, and your role at the customer company.
- **Communication Information:** We collect personal information when you contact us or otherwise interact with us, including via phone, email, post, or social media. This includes information such as your name, contact details, and details of your interaction with us.
- **Feedback Information:** We collect personal information about you when you voluntarily respond to our questionnaires, surveys, or requests for market research seeking your opinion and feedback, such as your name, contact details, job role, and details of feedback you have provided.
- **Usage Information:** Information about how you use our website, such as the types of content that you view or engage with, the features you use, the actions you take, and the time, frequency, device, location, and duration of your activities are collected by Google Analytics, a web analytics service provided by Google LLC (“Google”) to help collect and analyze Usage Information. For more information on the privacy practices of Google, please visit the [Google Privacy & Terms web page](#).

## 3. PERSONAL INFORMATION COLLECTION – APPLIES TO ONLY APPLICATION /BUSINESS USERS

### Personal Information we Collect from You:

- **Account Registration:** When you register through the **Azure Marketplace (ISV)** to use our Services, we may collect your **name, email address, phone number, Azure Tenant ID**, and other relevant account information required to enable access and provisioning. When you sign up directly through our **website**, we collect your **name** and **email address**, and you may optionally provide your **phone number** for support or communication purposes.
- **Business Contact Information:** If you are a representative or key contact of one of our actual or prospective customers, suppliers, or other business partners, we may collect personal information about you when entering into an agreement with your company and during the course of our relationship with your company, such as your name, contact details, and your role at the customer company.

- **Communication Information:** We collect personal information when you contact us or otherwise interact with us, including via phone, email, post, or social media. This includes information such as your name, contact details, and details of your interaction with us.
- **Feedback Information:** We collect personal information about you when you voluntarily respond to our questionnaires, surveys, or requests for market research seeking your opinion and feedback, such as your name, contact details, job role, and details of feedback you have provided.

When you use the Service, we may automatically log the following information:

- **Device Information:** We do not store any device information of the user.
- **Usage Information:** Information about how you use our website, such as the types of content that you view or engage with, the features you use, the actions you take, and the time, frequency, device, location, and duration of your activities are collected by Google Analytics, a web analytics service provided by Google LLC (“Google”) to help collect and analyze Usage Information. For more information on the privacy practices of Google, please visit the [Google Privacy & Terms web page](#).
- **Location Information:** We may derive a rough estimate of your location from your IP address when you visit our website or use the Service through code or Google Analytics.
- **Email Open/Click Information:** We may collect information about the date and time you open or click links in emails we send.
- **Cookies:** These are text files stored on your device to uniquely identify your browser or to store information or settings in the browser to help you navigate between pages efficiently, remember your preferences, enable functionality, help us understand user activity and patterns, and facilitate online advertising. Your use of the Platform may result in the assignment and storage of session cookies to recognize your access privileges. Session cookies expire when you end your session and close your browser interface. Cookies cannot be used to run programs or deliver viruses to your computer or mobile device. Cookies are uniquely assigned to you and can only be read by a server in the domain that issued the cookie to you. Users who do not wish to have cookies placed on their computers or mobile devices should set their browsers to “Refuse Cookies” before using our Platform, with the drawback that certain features of our Platform may not function properly without the aid of cookies.
- **Local Storage Technologies:** Like HTML5, these provide cookie-equivalent functionality but can store larger amounts of data, including on your device outside of your browser in connection with specific applications. We do not use local storage technologies on our website. However, our applications may use

local storage technologies (such as HTML5 local storage or similar tools) that function like cookies but can store larger amounts of data. These are used to support app functionality, maintain user preferences, and enhance the overall user experience. Some data may be stored locally on your device and accessed by the application when you are offline or not actively using your browser.

#### 4. PERSONAL INFORMATION USE

Our use of Google Information is described above. In addition, we use your personal information for the following purposes:

- **Service Delivery:** To provide, operate, maintain, and secure the Service.
- **Communicating with You:**
  - To send you updates about administrative matters such as changes to our terms or policies.
  - To provide customer support and respond to your requests, questions, and feedback.
- **Service Improvement:**
  - To improve the Service and create new features.
  - To personalize your experience.
  - To create and derive insights from de-identified and aggregated information.
- **Marketing and Advertising:** To send you marketing communications, including notifying you of special promotions, offers, and events via email and other means.
- **Compliance and Protection:**
  - To comply with applicable laws, lawful requests, and legal processes, such as to respond to subpoenas or requests from government authorities.
  - To protect our, your, or others' rights, privacy, safety, or property (including by making and defending legal claims).
  - To audit our compliance with legal and contractual requirements and internal policies.
  - To prevent, identify, investigate, and deter fraudulent, harmful, unauthorized, unethical, or illegal activity, including cyberattacks and identity theft.

#### 4. LAWFUL BASIS OF PROCESSING

Under the laws of certain countries, including the UK and countries in the European Economic Area (“EEA”), we may be required to have a lawful reason or justification to be able to process your personal information (this is also called a “lawful basis”). For the processing of your personal information under this Privacy Policy, we generally rely on our “Legitimate Interests” as the lawful basis for processing (this simply means processing your personal information is necessary for our commercial interests, your interests, or the interests of a third party, and we have carried out an assessment to ensure this is not unfair to you). However, where we send you direct marketing communications or process your personal information using cookies (or similar technologies) as described above, where required under the relevant laws in your country, we rely on your “Consent” as the lawful basis for processing such personal information. We will also rely on our “Legal Obligation” as the lawful basis for processing where any laws that apply to us require that we process your personal information. Our disclosure of Google Information is described above.

## 5. PERSONAL INFORMATION SHARING

**Our Sharing:** We do not sell, rent, license, or lease your personal information to third parties. However, we may share personal information with:

- **Service Providers:** Including hosting services, email services, advertising and marketing services, payment processors, customer support services, and analytics services. We take commercially reasonable steps to ensure our service providers adhere to the security standards we apply to your personal information.
- **Professional Advisors:** Such as lawyers and accountants, where doing so is necessary to facilitate the services they render to us.
- **Business Transaction Recipients:** Such as counterparties and others assisting with a merger, acquisition, financing, reorganization, bankruptcy, receivership, dissolution, asset sale, or similar transaction, and with successors or affiliates as part of or following that transaction.
- **Government Authorities:** Where required to do so for the Compliance and Protection purposes described above.
- **Affiliates:** We may share personal information with our current and future affiliates, meaning an entity that controls, is controlled by, or is under common control with MangoBytes. Our affiliates may use the personal information we share in a manner consistent with this Privacy Policy.

## 6. JOB APPLICANTS

When you apply for a job with MangoBytes, we collect the personal information that you provide in connection with your job application and use this personal information to facilitate our recruitment activities and process employment applications, including evaluating candidates and monitoring recruitment statistics. Please see the relevant recruitment privacy notice provided on the job applications page for more information on how we process your personal information for recruitment purposes and your rights.

## 7. CROSS-BORDER TRANSFERS OF PERSONAL INFORMATION

MangoBytes is based in the United States and stores and processes personal information primarily in the **U.S. and Canada**. We may transfer your personal information to service providers operating on our behalf in these countries and, where necessary, to other jurisdictions for the purpose of providing our Services.

Because we collect information globally, your data may be transferred outside your country of residence. These transfers may involve countries whose privacy laws differ from those in your jurisdiction. Whenever we transfer personal information internationally, we implement **appropriate safeguards** to protect it and comply with applicable laws, including the **EU General Data Protection Regulation (GDPR)**, the UK GDPR, and the Swiss Federal Act on Data Protection.

### *Legal Bases for Transfers*

Under **GDPR Chapter V**, international transfers from the European Economic Area (EEA), the UK, or Switzerland require:

- **Adequacy Decisions:** Canada and Switzerland have full adequacy status; the U.S. is covered under the **EU-U.S. Data Privacy Framework (DPF)**, the UK Extension, and the Swiss-U.S. DPF.
- **Appropriate Safeguards:** Where adequacy does not apply, we rely on **Standard Contractual Clauses (SCCs)** approved by the European Commission, **UK International Data Transfer Agreement/Addendum**, or **Binding Corporate Rules (BCRs)**.
- **Derogations:** Limited exceptions under GDPR Article 49 (e.g., explicit consent).

## ***Current Frameworks***

- **EU-U.S. Data Privacy Framework (DPF):** Adopted July 2023 and confirmed valid by the EU General Court in September 2025. Provides “essentially equivalent” protection for EU data transferred to certified U.S. organizations.
- **UK Extension to EU-U.S. DPF:** Recognized under UK adequacy rules.
- **Swiss-U.S. DPF:** Effective September 2024, ensuring adequate protection for transfers from Switzerland to certified U.S. companies.
- MangoBytes is **certified under all three frameworks** and adheres to their principles, including accountability for onward transfers.

## ***Your Rights and Redress***

If you have concerns about our handling of your data under these frameworks:

- Contact us directly.
- If unresolved, you may use **JAMS dispute resolution** (free of charge).
- For EU, UK, or Swiss residents, binding arbitration is available under Annex I of the DPF Principles.

For more details on our certifications and safeguards, visit the [Data Privacy Framework website](#).

## **8. RETENTION OF PERSONAL INFORMATION**

We generally retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy. This will generally be for the duration of time you interact with us; however, there may be situations where we retain your personal information for a longer or shorter period. When determining the relevant retention periods for your personal information, we consider the following factors:

- Any permissions you give us with regards to your personal information.
- Our contractual obligations and rights in relation to the personal information involved.
- Our legal obligation(s) under relevant laws to retain data for a certain period.
- Our legitimate business and commercial interests.
- Whether retention is advisable considering our legal position (such as statute of limitations, investigations, litigation, and other potential and actual disputes).
- Any guidelines issued by relevant data protection authorities.

## **9. PRIVACY OF MINORS**

MangoBytes does not promote or offer its Platform for use by anyone under the age of 13. They do not knowingly solicit or collect Personally Identifiable Information (PII) from minors, nor will they knowingly link to any third-party website or platform that does so. If you believe that a minor has disclosed PII to them or that they have linked to such a third-party site, you are encouraged to contact them.

## 10. LINKS TO OTHER WEBSITES

The Service may contain links to other websites not operated or controlled by MangoBytes, including social media services (“Third Party Sites”). The information that you share with Third Party Sites will be governed by the specific privacy policies and terms of service of the Third Party Sites and not by this Privacy Policy. By providing these links, we do not imply that we endorse or have reviewed these sites. Please contact the Third Party Sites directly for information on their privacy practices and policies.

## 11. SECURITY

Keeping your data secure is important. MangoBytes follows current industry standards to protect your personal information while that data is in transit and at rest in our data storage. We take reasonable steps to protect the personal information provided to the Service from loss, misuse, unauthorized access, disclosure, alteration, or destruction. No network or email transmission is fully secure or guaranteed to be error-free. In particular, email sent to or from the Site or Service may not be secure. Therefore, you should take special care in deciding what information you send to us via email. Please keep this in mind when disclosing personal information to MangoBytes. If you have questions about the security of our Service, please contact us at [pixie@mangobytes.ai](mailto:pixie@mangobytes.ai).

## 12. YOUR CHOICES

**Personal Information Requests:** In certain circumstances (including based on where you are located, such as in the European Union or California), you may have the following rights in relation to your personal information:

- The right to learn more about what personal information of yours is being processed, how and why such information is processed, and the third parties who have access to such personal information. We have made this information available to you without having to request it by including it in this Privacy Policy.



- The right to access your personal information.
- The right to rectify/correct your personal information.
- The right to restrict the use of your personal information where permitted under applicable law.
- The right to request that your personal information is erased/deleted where permitted under applicable law.
- The right to data portability (i.e., receive your personal information or have it transferred to another controller in a structured, commonly used, machine-readable format) where permitted under applicable law.

Depending on where you live, you may have the right to:

- **Object to Processing:** Ask us to stop processing your personal information or sharing it with non-affiliated third parties, where permitted by law.
- **Withdraw Consent:** If you've given consent for certain processing, you can withdraw it at any time.
- **Access, Correct, or Delete:** Request access to, correction of, or deletion of your personal information.
- **Non-Discrimination:** We will not deny services or treat you differently for exercising your rights.
- **File a Complaint:** You can lodge a complaint with your local data protection authority (in the EU, UK, or Switzerland) if you believe we've violated data protection laws.

To make a request, email us using the details in the **Contact Us** section. We may need to verify your identity (and, if applicable, your authorized agent's authority) before fulfilling your request. In some cases, we may not be able to comply fully—for example, if we must retain certain data to meet legal obligations (such as anti-money laundering, fraud prevention, or tax laws) or to provide services you requested.

You also have the right to appeal to courts if a supervisory authority fails to act on your complaint or decides not to investigate.

**Update or Correct Personal Information:** You can contact us and request any updates or corrections needed to keep your personal information accurate, current, and complete.

**Opt Out of Marketing Communications:** You may opt out of marketing communications by following the unsubscribe instructions in any marketing email we

send you. Please note, however, that you may continue to receive communications as described in the "Communicating with You" section after opting out of marketing communications.

**Online Tracking Opt-Out:** There are several ways to opt out of having your online activity and device data collected through our Services, which we have summarized below:

- **Blocking cookies in your browser:** Most browsers let you remove or reject cookies. To do this, follow the instructions in your browser settings. Many browsers accept cookies by default until you change your settings. For more information about cookies, including how to see what cookies have been set on your device and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).
- **Using privacy plug-ins or browsers:** You can block our Services from setting cookies used for interest-based ads by using a browser with privacy features or installing browser plugins like Privacy Badger, DuckDuckGo, Ghostery, or uBlock Origin, and configuring them to block third-party cookies trackers.
- **Google Analytics:** We may use Google Analytics to help us better understand how people engage with the Services by collecting information and creating reports about how users use our Services. For more information on Google Analytics, click [here](#). For more information about Google's privacy practices, click [here](#). You can opt out of Google Analytics by downloading and installing the browser plug-in available at: <https://tools.google.com/dlpage/gaoptout>. Note that because these opt-out mechanisms are specific to the device or browser on which they are exercised, you will need to opt-out on every browser and device that you use.
- **Do Not Track:** We currently do not respond to "Do Not Track" or similar signals. Learn more about "Do Not Track" [here](#).

### 13. CHANGES TO THE PRIVACY POLICY

The Service and our business may change from time to time. As a result, we may change this Privacy Policy at any time. When we do, we will post an updated version on this page, unless another type of notice is required by applicable law. By continuing to use our Service or providing us with personal information after we have posted an updated Privacy Policy, or notified you by other means if applicable, you consent to the revised Privacy Policy and the practices described in it.

