

## **PRIVACY POLICY**

**INS8.AI** (the “**Product**”) is an Automated Hyperlocal Speech Recognition (AHSR) API-as-a-Service (APIaaS) (“**Services**”).

This Privacy Policy describes how NCS Pte. Ltd. (“**we**” or “**us**”), the owner of the Product, collects, uses and shares your personal data. Our relationship with you is governed by the applicable personal data protection legislation. In order for us to provide and for you to use the Product and/or the Services, you must agree to all the terms contained in this Privacy Policy. If you do not agree to anything contained herein, please do not use the Product and/or any of the Services.

For the purposes of this Privacy Policy, “**personal data**” is defined as data about an individual who can be identified (a) from that data; or (b) from that data and other information which an organization has or is likely to have access to.

### **1. Personal Data that is used and/or collected from you**

Your privacy is of utmost importance to us. Therefore, we strive to only use and/or collect personal data that we need in order to provide you with the Services. Such personal data will include the following information that you create or provide to us:

- (a) Account details: Information that you provide to us about you when you set up an account in the Product. This would include your account user name, password and email address.
- (b) Social network information: The Product allows you to use your account details from your social media platforms (i.e. Facebook) to create an account and subsequently login. If you opt to do so, you authorise the sharing of your information from such social media platforms and the Product may use and/or collect the same.
- (c) Information that you upload into the Product: Information that you upload into or share with the Product, including any audio files to use the speech-to-text transcribing features of the Services.

### **2. Ins8.ai’s use and/or collection of your personal data**

We use and/or collect your personal data only for the following specific purposes:

- (a) to provide you with the Services. This would include the various personalized features contained in the Product should you choose to activate them.
- (b) for maintenance and improvement purposes. This is to ensure that the Product and/or the Services are working properly and as intended and that we can improve on and provide new and updated features to you.
- (c) to develop new products and services. This would enable us to expand our product and service offerings that you may find useful.

- (d) to communicate with you. This would enable us to send you updates, notices, announcements, and any other information in relation to the Product, your account or the Services.
- (e) to protect us, the integrity of the Product, other users and the public at large. This would include allowing us to enforce the End User Licence Agreement or this Privacy Policy, to detect any unauthorized, illegal or misuse of the Product and/or Services, and to improve the safety and reliability of the Services.
- (f) for disclosure to the relevant third parties to the extent necessary in order for us to provide you with the functionalities of the Product and/or the Services or for third party services that are connected to or may have been incorporated into the Product and/or the Services to be provided to you.
- (g) for legal and compliance purposes. We will use and/or collect your personal data so that we can comply with applicable laws, assist with the relevant law enforcement agencies if our cooperation is required and take any action in any case of dispute or legal proceedings of any kind in relation to the Product and/or the Services.

By using the Product and/or the Services, you agree to give us your consent to use and/or collect your personal data for the foregoing purposes set out above. If we need to use and/or collect your personal data for any other purpose, we will ask for your consent before doing so.

### **3. Protection of your personal data**

Any personal data that we collect is protected by various security safeguards we have put in place to minimize the risk of theft, loss, damage or unauthorized access or use. While we strive to ensure the security of your personal data using commercially available products, we do not guarantee or warrant, and you cannot reasonably expect, that our databases will be immune to any wrongful, malicious or illegal acts, product or system malfunctions or other types of misuse or abuse.

### **4. Retention of your personal data**

We will retain your personal data only for so long as necessary to fulfil the purpose for which it was initially collected and if retention is no longer required for legal or business purposes. Such legal or business purposes will include:

- (a) Security, fraud and abuse prevention
- (b) Internal record-keeping
- (c) Complying with any applicable law or legal or regulatory requirement.
- (d) Ensuring the continuity of the Product and/or the Services.

Subject to these legal and/or business purposes, we will endeavour to delete your personal information upon receiving a request from you to delete your account in the Product.

### **5. Access to and correction of your personal data**

We respect your right to know the nature of your personal data that we have collected and to access and correct the same if they are inaccurate and we would generally allow you to exercise these rights upon

request and payment of reasonable administrative fees (where applicable and as advised upon request). Do note however that there may be situations where we cannot grant your request and these would include circumstances where there are countervailing legal considerations, where such request jeopardizes the privacy of others, is frivolous or vexatious, or would be extremely impractical.

## **6. Accuracy of your personal data**

It is important that you take reasonable care to ensure that any personal data you provide to us is complete and accurate. Should you find that any personal data that you have shared is incomplete or inaccurate, you must take all necessary steps to correct the same. Please note that any false, incorrect or incomplete information provided may prevent you from setting up on account, affect the smooth provision of the Services, and/or impair our ability to provide you with the Services.

## **7. Changes to Privacy Policy**

We reserve our right to make changes to this Privacy Policy from time to time. Any changes made by us will become effective immediately upon posting on our site. By continuing to use the Product and/or the Services, you agree to be bound by all of the changes that have been made and accordingly you indicate your acceptance of the amended terms of the Privacy Policy. If you do not agree to any of the contents within the amended Privacy Policy, please do not use or continue to use the Product and/or the Services.

## **8. Contact Details**

If you have any questions about this Privacy Policy or believe that your privacy has been compromised in the course of using the Product and/or the Services, please contact us at [contact@ins8.ai](mailto:contact@ins8.ai).

This Privacy Policy shall be read together with NCS Privacy Notice available at <https://www.ncs.co/en-sg/protection-policy>. In the event of any conflict or discrepancy between this Privacy Policy and NCS Privacy Notice, NCS Privacy Notice shall prevail unless otherwise stated.

*Updated as of 21/8/2023*