

Synthesys Privacy Policy

Last Updated: March 13, 2025

Protecting your private information is our priority. This Statement of Privacy applies to Synthesys, and Synthesys LLC FZ. and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to Synthesys Include www.synthesys.app and Synthesys. The Synthesys application is an AI Telecommunications Platform + Voice AI Agent Creation platform. By using the Synthesys application, you consent to the data practices described in this statement.

Collection of your Personal Information

We collect several different types of data for various purposes, primarily to provide and improve our Services. These data include:

1. Personal Data

In order to better provide you with products and services offered, Synthesys may ask you to provide certain personally identifiable information that can be used to contact or identify you ("Personal Data"). These may include, but are not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Cookies and Usage Data

Please note that we do not collect any personal information about you unless you voluntarily provide it to us. To this end, we will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us, and sending you newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link.

2. Usage Data

Additionally, whether you visit our service or use a mobile device to access it, we might gather data from your browser ("Usage Data"). This Usage Data may contain information like the Internet Protocol address (IP address) of your computer, the type and version of your browser, the pages you visit on our service, the time and date of your visit, the amount of time you spend on those pages, unique device identifiers, and other diagnostic data. The information that may be included in this usage data when you use a mobile device to access the service includes the kind of mobile device you use, its unique ID, its IP address, its operating system, the kind of mobile Internet browser you use, and other diagnostic data.

3. Location Data

If you grant us permission to do so, we may use and keep track of your location data ("Location Data"). We utilize your information to offer features, enhance, and personalize our service. Whenever you use our Service, you have the option to enable or disable location services using your device's settings.

4. Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and we hold certain information.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service. Examples of Cookies we use:

- Session Cookies: We use Session Cookies to operate our Service.
- Preference Cookies: We use Preference Cookies to remember your preferences and various settings.
- Security Cookies: We use Security Cookies for security purposes.
- Advertising Cookies: Advertising Cookies are used to serve you with advertisements that may be relevant to you and your interests.

5. Use of Data

Synthesys LLC FZ uses the collected data to:

- Fulfill the purpose for which you provide it;
- Provide and maintain our Service;
- Notify you about changes to our Service;
- Allow you to participate in interactive features of our Service when you choose to do so;
- Provide customer support;
- Gather analysis or valuable information so that we can improve our Service;
- Monitor the usage of our Service;
- Detect, prevent, and address technical issues;
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- Provide you with notices about your account and/or subscription, including expiration and renewal notices, email-instructions, etc.;
- Provide you with news, special offers, and general information about other goods, services, and events which we offer that are similar to those that you have already purchased or inquired about unless you have opted not to receive such information;
- In any other way we may describe when you provide the information;

- For any other purpose with your consent.

6. Retention of Data

We will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies. We will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

7. Transfer of Data

Your information, including Personal Data, may be transferred to – and maintained on – computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction. Please be aware that if you choose to give us information while you are not in the US, the data—including Personal Data—will be transferred to and processed in the US. Your agreement to the transfer is shown by your acceptance of this Privacy Policy and your submission of such information. Synthesys LLC FZ. will take all reasonably required actions to guarantee that your data is handled securely and in compliance with this privacy policy. Your personal data will not be transferred to another organization or nation unless sufficient safeguards, such as those pertaining to the security of your data and other personal information, are in place.

8. Disclosure of Data

We may disclose personal information that we collect, or you provide:

- if required to do so by law or in response to valid requests by public authorities.
- where we or our subsidiaries are involved in a merger, acquisition, or asset sale, your Personal Data may be transferred.

We may disclose your information also:

- to our subsidiaries and affiliates;
- to fulfill the purpose for which you provide it;
- for any other purpose disclosed by us when you provide the information;
- with your consent in any other cases;
- if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others.

9. Security of Data

While recognizing the importance of securing your data, we understand that no method of transmission over the Internet or method of electronic storage is 100% secure. Nevertheless,

we will strive to use commercially acceptable means to protect your Personal Data, but we cannot guarantee its absolute security.

10. E-mail Communications

From time to time, Synthesys may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our Services, we may receive a notification when you open an email from Synthesys or click on a link therein. If you would like to stop receiving marketing or promotional communications via email from Synthesys, you may opt out of such communications by clicking "unsubscribe".

Your Data Protection Rights Under Various Laws

1. General Data Protection Regulation (GDPR)

If you are a resident of the European Union (EU) and European Economic Area (EEA), you have certain data protection rights, covered by GDPR (See more at <https://eur-lex.europa.eu/eli/reg/2016/679/oj>).

We aim to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data, and if you wish to be informed on what Personal Data we hold about you and you want same to be removed from our systems, please email us at support@synthesys.app. In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete your data on our site;
- The right to rectify your information if that information is inaccurate or incomplete;
- The right to object to the processing of your Personal Data;
- The right to request that the processing of your personal information is restricted;
- The right to request and be provided with a copy of your Personal Data in a structured, machine-readable and commonly used format;
- The right to withdraw consent at any time where your consent is required to process any of your personal information;

Please note that we may ask you to verify your identity before responding to such requests as we may not be able to provide service without some of your Personal Data. You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the EEA.

2. California Privacy Rights (CCPA / CPRA)

California residents have the right to:

- Request that we disclose what personal information we collect, use, disclose, and sell about you;
- Request the deletion of your personal information;
- Opt out of the sale of your personal information (we do not sell personal information);

- Not be discriminated against for exercising your privacy rights.

To exercise these rights, please email support@synthesys.app.

3. Other Jurisdictions

Depending on your location, you may have additional rights under local data protection laws. Please contact us at support@synthesys.app to exercise any of your rights.

Children's Privacy

We do not knowingly collect any Personal Data from children under the age of 13. If you are under the age of 13, please do not use the Site or provide any information to us. If we become aware that we have collected Personal Data from a child under age 13 without verification of parental consent, we will take steps to delete that information.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date at the top of this Privacy Policy. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions or comments about this Privacy Policy, please contact us at:

Synthesys LLC-FZ

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