

Terms and Conditions

Last updated: October 5, 2023

TextHub, hereinafter referred to as "TextHub" or "We," highly values the privacy of all our users. To demonstrate our commitment to safeguarding your privacy rights, we have crafted this Privacy Policy. If you have any questions about the content outlined herein, please consult this Privacy Policy for information on how to contact us. By using our app, website, or any related services, collectively referred to as the "Service," you signify your consent to the terms outlined in this Privacy Policy.

1. Privacy Policy

When you visit a website or use an app, you inherently share various pieces of personal data about your visit with the operators of that website or app. This holds true for TextHub as well. We urge you always to acquaint yourself with the privacy policies of any website or app when disclosing personal data during your use of the Service. If a website does not readily provide its privacy policy, please request a copy. We will exclusively utilize the personal data you share with us during your use of our Services. Unless explicitly stated otherwise, we do not employ your personal data for any other purposes. Your personal data will never be sold to a third party, and we will never grant a third party access to your personal data unless required by law or as provided in our Terms of Service and/or this Policy.

2. Types of Personal Data Collected, Use, and Sharing of Collected Personal Data

We neither lease nor sell your information to any entity. Communications with your virtual friends are not disclosed to any other company, except to our affiliate companies or legal representatives, as well as service providers. We collect information intentionally provided by you and certain technical information from your mobile device or web browser.

Please note the table below with the list of information we collect and whether it might be shared with our service providers.

- Text and messages sent to your AI partner: We collect and store it to improve the quality of text and voice messages of AI partners and to develop its AI. We can use external services to anonymously process this data.
- Usage data: We collect and store your usage data to track and analyze product metrics. When you use the TextHub Website, we use an external service to process usage data.
- We don't collect and store your First Name, Gender.
- We store your email address for authentication purposes. Email might be shared with our mail service provider (including but not limiting to notification purposes, password reset, etc).

3. Information about device used

We gather specific information related to the computers, smartphones, and other internet-connected devices you utilize to access TextHub. We consolidate and analyze this data from various devices you use.

This device-related information also aids us in conducting user research to better understand our customer demographics, interests, and behavior. It is important to note that none of this information can personally identify you. Additionally, we may share aggregated user statistics to elucidate our services to current and potential business partners, as well as other third parties, for legitimate purposes.

The collected information includes:

- Identifiers: Unique identifiers, such as device ID.

- Device attributes: Details about your operating system, hardware, software versions, and browser type.
- Data from device settings: Information you grant us access to through device settings that you activate, such as camera or photo access.
- Network and connections: Data such as your mobile operator or internet service provider's name, language, and time zone.
- Cookie data: Information derived from cookies stored on your device, encompassing cookie IDs and settings (relevant only to the Website). You can find more details about our use of cookies in the "Cookies" section.

4. Cookies

To enhance your browsing experience on our website continually, we employ reputable third-party analytics tools. Our trusted partners assist us in delivering advertising and analytics, and they may employ cookies on your device. We encourage you to review their privacy policies to ensure you are comfortable with how they utilize cookies. Here are the specific third-party services we use, along with their respective privacy policies:

- The utilization of Google Analytics and Google DoubleClick is governed by Google's Privacy Policy.
- The use of Facebook Pixel is subject to Facebook's Privacy Policy.
- Mixpanel's services are regulated by the Mixpanel Privacy Policy.

5. Methods and Location of Personal Data Processing

The Data controller manages the personal data of TextHub users with due care, implementing adequate security measures to prevent unauthorized access, disclosure, alteration, or unauthorized destruction of personal data.

Personal data processing is conducted using computers and/or IT-enabled tools, following organizational procedures closely aligned with the specified purposes. In certain instances, apart from the Data controller, personal data may be accessible to specific individuals responsible for the website's operation, such as administrators, sales, marketing, legal, and system administration personnel, or external parties (e.g., third-party technical service providers, mail carriers, hosting providers, IT firms, and communication agencies) appointed as Data Processors by the Data controller, as required.

The Data controller holds secure certificates from "Let's Encrypt", affirming that the app and website have been thoroughly tested and certified by these esteemed security systems. This guarantees your protection against viruses, identity theft, spyware, fraudulent credit card activity, spam, and internet scams.

Personal data is processed at the Data controller's operational offices and any other location where parties involved in processing are situated.

6. Retention Period and Deletion of Personal Data

You retain the right to modify or delete your personal data at any time by deleting your profile within the app or on the website. Additionally, you can send a request to our Support Team, and they will guide you through the process. We store personal data for the duration necessary to provide our services to you, and you can always request that the Data controller suspend or delete your personal data. If you wish to delete personal data collected during your use of the Website/app, kindly send a request to our Support Team. Processing your request may take some time to take effect, and we appreciate your patience. Please be aware that modifying or deleting your personal data will affect data in our database for future activities and communication management. However, these modifications and deletions will not impact emails or personal data already shared with other users, credit card companies, or any third parties, as described in this Privacy Policy. Furthermore, if you delete your personal data from the Website/app but continue to use our other services, you may still receive emails from us regarding those

services. The Data controller may choose to retain your personal data, adhering to legal requirements and legitimate interests.

Please note that even after membership termination and personal data deletion, certain content may persist due to cached internet pages beyond the control of TextHub.

7. Changes to this Privacy Policy

We reserve the right to replace, modify, or amend this Privacy Policy at our discretion. It is your responsibility to periodically review this page for updates. Please take note of the latest modification date at the top of the Privacy Policy.

8. Data Controller Contact Information

The data controller for the website is TEXTHUB TEAM LTD, 110 MIDDLE RD, 188968 SINGAPORE, SINGAPORE

9. Rights of EU Users

In addition to the rights detailed in this Privacy Policy, if you are situated in the European Union, as a data subject, you have various rights under GDPR:

- The right to confirm if your personal information is being processed, with access to your personal information, including purposes, categories of data, recipients, retention periods, and more.
- The right to obtain a copy of your personal information based on identity verification, provided it does not infringe on others' rights and freedoms.
- The right to request erasure of your personal data under specific conditions.
- The right to receive your personal data in a structured, machine-readable format for transmission to another company, where processing is based on consent or a contract.
- The right to withdraw your consent for processing at any time, without affecting the lawfulness of prior consent-based processing.
- The right to lodge a complaint with a supervisory authority.

10. Acceptance of this Privacy Policy

Your use of our website, app, and related services, including privacy-related concerns, is subject to this Privacy Policy and the accompanying Terms of Use. By using TextHub, you accept the conditions outlined in this Privacy Policy and the associated Terms of Use. You agree and pledge not to establish any databases, websites, software, legal entities, or services that compete with TextHub. Any such conduct will be thoroughly investigated, and appropriate legal action, including civil, criminal, and injunctive remedies, will be pursued. Acceptance of this Privacy Policy and the applicable Terms of Use is a prerequisite for using TextHub and our services.