

Privacy policy

This Privacy Policy is effective May 24, 2018.

Neptune Labs, Inc further referred as ("Neptune" or "Neptune Labs", or the "Company") is committed to protecting the privacy of your information. This Privacy Statement describes Neptune Lab's Web sites privacy practices.

1. Web Sites Covered

This Privacy Statement covers the information practices of neptune.ml. It also covers any other subdomains of Neptune.ml. Collectively these are referred to as Neptune Labs's "sites."

2. Information Collected

Neptune Labs offers a variety of services that are collectively referred to as the "Services." Neptune Labs collects information from individuals who visit the Company's Web sites ("Visitors") and individuals who register to use the Services ("Customers").

When expressing an interest in obtaining additional information about the Services or registering to use the Services, Neptune Labs requires you to provide the Company with personal contact information, such as name, company name, address, phone number, and email address ("Required Contact Information"). When purchasing the Services, Neptune Labs requires you to provide the Company with financial qualification and billing information, such as billing name and address, credit card number, and the number of employees within the organization that will be using the Services ("Billing Information"). Neptune Labs may also ask you to provide additional information, such as company annual revenues, number of employees, or industry ("Optional Information"). Neptune Labs might also ask you to complete surveys from time to time ("Optional Surveys"). Required Contact

Information, Billing Information, Optional Information and Optional Surveys are referred to collectively as "Data About Neptune Labs Customers."

As you navigate the Company's Web sites, Neptune Labs may also collect information through the use of commonly-used information-gathering tools, such as cookies and Web beacons ("Web Sites Navigational Information"). Web Sites Navigational Information includes standard information from your Web browser (such as browser type and browser language), your Internet Protocol ("IP") address, and the actions you take on the Company's Web sites (such as the Web pages viewed and the links clicked). In addition, we may use third-party services, such as Google Analytics, Heap, HotJar or Mixpanel, that collect, monitor and analyze this type of information in order to increase our Service's functionality. These third-parties may use cookies to help us analyze how our users are using the Service and they have their own Privacy Policies addressing how they use such information.

- Google Analytics
 - Google Analytics service is provided by Google Inc.
 - You can opt-out from Google Analytics service from using your information by installing the Google Analytics Opt-out Browser tool: <https://tools.google.com/dlpage/gaoptout>.
 - For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://www.google.com/policies/privacy>.
- Heap Analytics
 - Heap Analytics service is provided by Heap Inc.
 - For more information on the privacy practices of Heap, please visit the Heap Analytics web page: <https://heapanalytics.com/privacy>.
 - For more information on what type of information Heap collects, please visit the Terms of Use page of Heap: <https://heapanalytics.com/terms>.

- HotJar

- HotJar service is provided by Hotjar Ltd.
- We use Hotjar in order to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices (in particular device's IP address (captured and stored only in anonymized form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), preferred language used to display our website). Hotjar stores this information in a pseudonymized user profile. Neither Hotjar nor we will ever use this information to identify individual users or to match it with further data on an individual user.
- For more information on the privacy practices of HotJar, please visit the HotJar web page: <https://www.hotjar.com/legal/policies/privacy>
- You can opt-out to the creation of a user profile, Hotjar's storing of data about your usage of our site and Hotjar's use of tracking cookies on other websites by following this [opt-out link](#).

- Mixpanel

- Mixpanel is provided by Mixpanel Inc.
- You can prevent Mixpanel from using your information for analytics purposes by opting-out. To opt-out of Mixpanel service, please visit this page: <https://www.mixpanel.com/optout>.
- For more information on what type of information Mixpanel collects, please visit the Terms of Use page of Mixpanel: <https://www.mixpanel.com/terms>.

3. Use of Information Collected

The Company uses Data about Neptune Labs Customers to perform the services requested. For example, if you fill out a "Contact us" Web form, the Company will use the information provided to contact you about your interest in the Services.

The Company may also use Data About Neptune Labs Customers for marketing purposes. For example, the Company may use information you provide to contact you to further discuss your interest in the Services and to send you information regarding the Company and its partners, such as information about promotions or events.

Neptune Labs uses credit card information solely to check the financial qualifications of prospective Customers and to collect payment for the Services.

Neptune Labs uses Web Sites Navigational Information to operate and improve the Company's Web sites. The Company may also use Web Sites Navigational Information alone or in combination with Data About Neptune Labs Customers to provide personalized information about the Company.

4. Web Sites Navigational Information

Neptune Labs uses commonly-used information-gathering tools, such as cookies and Web beacons, to collect information as you navigate the Company's Web sites ("Web Sites Navigational Information"). This section describes the types of Web Sites Navigational Information that may be collected on the Company's Web sites and how this information may be used.

4.1 Cookies

Neptune Labs uses cookies to make interactions with the Company's Web sites easy and meaningful. When you visit the Company's Web sites, Neptune Lab's servers send a cookie to your computer. Standing alone, cookies do not

personally identify you. They merely recognize your Web browser. Unless you choose to identify yourself to Neptune Labs, either by responding to a promotional offer, opening an account, or filling out a Web form (such as a "Contact Me"), you remain anonymous to the Company. Neptune Labs uses cookies that are session-based and persistent-based. Session cookies exist only during one session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you close your browser or turn off your computer.

If you have chosen to identify yourself to Neptune Labs, the Company uses session cookies containing encrypted information to allow the Company to uniquely identify you. Each time you log into the Services, a session cookie containing an encrypted, unique identifier that is tied to your account is placed in your browser. These session cookies allow the Company to uniquely identify you when you are logged into the Services and to process your online transactions and requests. Session cookies are required to use the Services.

Neptune Labs uses persistent cookies that only the Company can read and use to identify browsers that have previously visited the Company's Web sites. When you purchase the Services or provide the Company with personal information, a unique identifier is assigned you. This unique identifier is associated with a persistent cookie that the Company places on your Web browser. The Company is especially careful about the security and confidentiality of the information stored in persistent cookies. If you disable your Web browser's ability to accept cookies, you will be able to navigate the Company's Web sites, but you will not be able to successfully use the Services.

Neptune Labs may use information from session and persistent cookies in combination with Data About Neptune Labs Customers to provide you with information about the Company and the Services.

4.2 Web Beacons

Neptune Labs uses Web beacons alone or in conjunction with cookies to compile information about Customers and Visitors' usage of the Company's Web sites and interaction with emails from the Company. Web beacons are

clear electronic images that can recognize certain types of information on your computer, such as cookies, when you viewed a particular Web sites tied to the Web beacon, and a description of a Web sites tied to the Web beacon. For example, Neptune Labs may place Web beacons in marketing emails that notify the Company when you click on a link in the email that directs you to one of the Company's Web sites. Neptune Labs uses Web beacons to operate and improve the Company's Web sites and email communications. Neptune Labs may use information from Web beacons in combination with Data About Neptune Labs Customers to provide you with information about the Company and the Services.

4.3 IP Addresses

When you visit Neptune Lab's Web sites, the Company collects your Internet Protocol ("IP") addresses to track and aggregate non-personal information. For example, Neptune Labs uses IP addresses to monitor the regions from which Customers and Visitors navigate the Company's Web sites.

4.4 Third Party Cookies

From time-to-time, Neptune Labs may engage third parties, like Facebook or Google, to track and analyze usage and volume statistical information from individuals who visit the Company's Web sites. Neptune Labs may also use other third-party cookies to track the performance of Company advertisements.

Neptune Labs may also contract with third-party advertising networks that collect IP addresses and other Web Sites Navigational Information on the Company's Web sites and emails and on third-party Web sites. Ad networks follow your online activities over time by collecting Web Sites Navigational Information through automated means, including through the use of cookies. They use this information to provide advertisements about products and services tailored to your interests. You may see these advertisements on other Web sites. This process also helps us manage and track the effectiveness of our marketing efforts.

- Facebook remarketing service
 - Facebook remarketing service is provided by Facebook Inc.
 - You can learn more about interest-based advertising from Facebook by visiting this page: <https://www.facebook.com/help/164968693837950>
 - To opt-out from Facebook's interest-based ads follow these instructions from Facebook: <https://www.facebook.com/help/568137493302217>
 - Facebook adheres to the Self-Regulatory Principles for Online Behavioral Advertising established by the Digital Advertising Alliance. You can also opt-out from Facebook and other participating companies through the Digital Advertising Alliance in the USA <http://www.aboutads.info/choices/>, the Digital Advertising Alliance of Canada in Canada <http://youradchoices.ca/> or the European Interactive Digital Advertising Alliance in Europe <http://www.youronlinechoices.eu/>, or opt-out using your mobile device settings.
 - For more information on the privacy practices of Facebook, please visit Facebook's Data Policy: <https://www.facebook.com/privacy/explanation>
- Google remarketing
 - Google AdWords remarketing service is provided by Google Inc.
 - You can opt-out of Google Analytics for Display Advertising and customize the Google Display Network ads by visiting the Google Ads Settings page: <http://www.google.com/settings/ads>
 - Google also recommends installing the Google Analytics Opt-out Browser Add-on: <https://tools.google.com/dlpage/gaoptout>, for your web browser. Google Analytics Opt-out Browser Add-on provides visitors with the ability to prevent their data from being collected and used by Google Analytics.
 - For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <http://www.google.com/intl/en/policies/privacy/>

5. Public Forums, Refer a Friend, and Customer Testimonials, Community Forum

Neptune Labs may provide bulletin boards, blogs, or chat rooms on the Company's Web sites. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used to send you unsolicited messages. Neptune Labs is not responsible for the personal information you choose to submit in these forums.

Customers and Visitors may elect to use the Company's referral program to inform friends about the Company's Web sites. When using the referral program, the Company requests the friend's name and email address. Neptune Labs will automatically send the friend a one-time email inviting him or her to visit the Company's Web sites.

Neptune Labs may post a list of Customers and testimonials on the Company's Web sites that contain information such as Customer names and titles. Neptune Labs obtains the consent of each Customer prior to posting any information on such a list or posting testimonials.

6. Sharing of Information Collected

Neptune Labs may share Data About Neptune Labs Customers with the Company's service providers so that these service providers can contact Customers and Visitors who have provided contact information on our behalf. Neptune Labs may also share Data About Neptune Labs Customers with the Company's service providers to ensure the quality of information provided. Unless described in this privacy statement, Neptune Labs does not share, sell, rent, or trade any information provided with third parties for their promotional purposes.

Neptune Labs uses a third-party service provider to manage credit card processing. This service provider is not permitted to store, retain, or use Billing

Information except for the sole purpose of credit card processing on the Company's behalf.

Neptune Labs reserves the right to use or disclose information provided if required by law or if the Company reasonably believes that use or disclosure is necessary to protect the Company's rights and/or to comply with a judicial proceeding, court order, or legal process.

7. International Transfer of Information Collected

To facilitate Neptune Labs's global operations, the Company may transfer and access Data About Neptune Labs Customers from around the world, including the United States. This Privacy Statement shall apply even if Neptune Labs transfers Data About Neptune Labs Customers to other countries.

8. Communications Preferences

Neptune Labs offers Customers and Visitors who provide contact information a means to choose how the Company uses the information provided. You may send a request specifying your communications preferences to contact@neptune.ml. Customers cannot opt out of receiving transactional emails related to their account with Neptune Labs or the Services.

9. Security

The security of your personal information is important to us. We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once it is received. Neptune Labs ensures that all source code, files and data remain private and confidential. Due to the sensitive nature of source code we take this very seriously and make it our primary concern for all customers. We restrict access to personal information to Neptune Labs employees, contractors and agents who need to know that information in order to operate, develop or improve our service. These

individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

If you have any questions about the security of your personal information, you can contact us at contact@neptune.ml. We may retain your information for as long as your account is active or as needed to provide you services, comply with our legal obligations, resolve disputes and enforce our agreements.

10. Access

Upon request Neptune Labs will provide you with information about whether we hold any of your personal information. You may access, correct, or request deletion of your personal information by logging into your account or by contacting us at contact@neptune.ml. We will respond to your request within 30 days. In certain circumstances we may be required by law to retain your personal information, or may need to retain your personal information in order to continue providing a service.

Neptune Labs acknowledges that you have the right to access your personal information. Neptune Labs has no direct relationship with the individuals whose personal data it processes. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate data should direct their query to the Neptune Labs. If requested to remove data we will respond within 30 days. In certain circumstances we may be required by law to retain your personal information, or may need to retain your personal information in order to continue providing a service.

11. Changes to this Privacy Statement

Neptune Labs reserves the right to change this Privacy Statement. Neptune Labs will provide notification of the material changes to this Privacy Statement through email and/or the Company's Web sites at least one (1) business day prior to the change taking effect.

12. Contacting Us

Questions regarding this Privacy Statement or the information practices of the Company's Web sites should be directed to contact@neptune.ml.

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