



Last updated October 2024

Welcome to Formstack.com and related websites (the "Website"), operated by Formstack LLC. This Privacy Policy explains the privacy practices for Formstack LLC and its affiliates ("Formstack", "we", "us", or "our"). This Privacy Policy gives you more information about our approach to any personal information that we collect from you or which we have obtained about you in relation to our Website.

1. Scope

Unless specified otherwise, this Privacy Policy applies to your personal information (described below) processed by Formstack as a data controller on or via the Website.

When applications, platforms, extensions or other solutions that are provided by us and link to this Privacy Policy, this Privacy Policy applies. When these offerings are provided by third parties, the Privacy Policy of the third party applies, and this Privacy Policy does not.

PLEASE READ THIS PRIVACY POLICY CAREFULLY AS IT DESCRIBES YOUR RIGHTS, RESPONSIBILITIES, AND LIABILITIES. BY ACCESSING OR USING THE SERVICES OR OTHERWISE PROVIDING US WITH PERSONAL INFORMATION, YOU ARE CONSENTING TO THE TERMS OF THIS PRIVACY POLICY AS WELL AS THE APPLICABLE LEGAL TERMS.

Integration and Links to Other Websites

The Website may contain links and provide integrations to other sites and products of other organizations. We offer these links and integrations as a convenience to you; we do not operate, control, or endorse these websites or products. It is your choice whether to utilize these links and integrations or not. These external websites and products are subject to their own privacy policies.

2. What kind of personal information does Formstack process?

The term "personal information" means information that identifies a natural person, such as your name, email, or other identifiers that are related to you or can be related to you.

Formstack processes personal information in three ways: Direct Collection, Third-Party Collection, and Passive Collection. We also process Personal Information on behalf of our customers as their data processor, in accordance with the instructions our customers give us through the Services ("Customer Content"). Our customers control how their Customer Content is collected and used by them. This means that our customers are the data controller of their Customer Content. Accordingly, we only use Customer Content to provide Services to our customers in accordance with the lawful instructions they give us through the Services.

If your data has been processed by or on behalf of a Formstack customer and you wish to exercise any rights you may have under applicable data protection laws, please inquire with the applicable customer directly. Because we may only access a customer's data upon instruction from that customer, if you wish to make your request directly to us, please provide to us the name of the Formstack customer that submitted your data. We will refer your request to that customer and will support them as needed in responding to your request within a reasonable timeframe.

a. Direct Collection

We collect your personal information directly from you when you register to use Formstack's Services, when you sign up for a free trial of our Services, when you contact us via our website contact form, when you submit an online

support ticket, when you send us email or mail, when you join the Formstack Community, or when you sign-up online for our newsletter. We may collect the following personal information from you:

- Contact data, such as name, email, phone number
- Business data, such as company name, business type, department, title, business email, business phone number, products that you use
- Payment data, such as invoice information or payment information
- Any postings, comments or other content and information that you upload or post to a Formstack website in order to participate in bulletin boards, blogs, communities, comment threads, forums, or other interactive features of our Website,
- Any information that you provide to register for an account, Formstack event, Formstack Community or to request further information or services from us

Additionally, if you contact us through our chat feature, we may monitor and retain the chat conversation, including for training purposes. We may use the contact details and information you provided in the chat to reach out to provide you with information you have requested about our products and services. Please do not use the chat feature if you do not wish to have your chat conversations monitored and retained.

The personal information that we collect from you is used to:

- Operate, maintain, and improve our Website
- Provide you with Services or with information about products or services that you request from us
- Obtain payment for the Services
- Log you into your account
- Respond to your requests and questions
- Communicate upcoming Formstack events of interest, including co-branded events, or updates to our products and services
- Improve our products and services and develop new products and services
- Detect, prevent, and resolve security and technical issues
- Fulfill the obligations outlined in the Services Agreement
- Provide Formstack with marketing analytics and insights

b. Third-Party Collection and Use

We also collect information about you from other sources including third parties and from publicly available information. We may combine this information with personal information provided by you. This helps us update, expand, and analyze our records, identify new customers, and create more tailored experiences with our Services, including advertising to provide Services that may be of interest to you.

The personal information we may collect from other sources includes:

- Contact data, such as name, email, phone number
- Demographic data, such as age, gender, interests
- Business data, such as company name, business type, department, title, business email, business phone number, products that you use

This information is used to:

- Provide our customers with Services
- Identify new customers
- Detect, prevent, and resolve security and technical issues
- Provide Formstack with marketing analytics and insights
- Improve our products and services and develop new products and services
- Provide you with information on our products and services that may be of interest to you
- Provide us information on the usability of our website
- Combine supplemental data with information we already have about you

c. Automatic Collection

Like most companies, we collect limited personal information from visitors to our Website and users of our products and services through automated means. This information may include:

- IP Address
- General location data
- Browser Type
- Internet Service Provider Address
- Referring pages
- HTML pages, graphics, or other files viewed on our site
- Operating systems
- Date/time stamp
- Clickstream data

The technologies we use for this data collection may include:

Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.

From time to time, we may use third-party cookies and pixels provided by our partners, including social media companies. To the extent we use such third-party cookies and pixels, you hereby agree to the terms and conditions set forth by those third parties, which may include [LinkedIn](#), among others.

Site Monitoring. Please be aware that we, and our service providers and partners, use cookies and other tracking technologies within our Website to monitor and record any and all activities and communications to, from, and on, the Website. For the avoidance of doubt, you hereby acknowledge, agree, and consent to, such monitoring and recording by us and our service providers and partners.

Non-Cookie Technologies. On our Website, we may deploy certain types of "Non-Cookie Technologies" provided by our service providers to support our digital advertising programs. These technologies often include browser cache, locally stored objects, or the creation of a statistical identifier wherein an identifier, much like a cookie identifier, is

calculated based on the characteristics of a browser or device that distinguishes it from other browsers or devices. These identifiers are calculated either from the data your browser or device shares automatically or with additional data specifically requested from your browser or device. For more information, see [here](#).

3. How does Formstack use and share my Personal information?

We use information that we collect about you or that you provide us, including any personal information:

- To present our Website and its contents to you
- To provide you with information, products, or services that you request from us
- To improve our Services
- To fulfill any other purpose for which you provide it
- To carry out our obligations and enforce our rights arising from any contract entered into between you and us, including for billing and collection
- To notify you about changes to our Website or any products or services we offer or provide through it
- To facilitate communication with you, which may include AI-powered support capabilities
- To provide you access to online communities and forums and enable your participation in online communities and forums
- To administer events, webinars or help sessions
- In any other way we may describe when you provide the information
- For any other purpose with your consent
- To analyze trends and to track your usage of and interactions with our Websites and Services.

Except as set forth below, we will not sell, rent, or share your Personal information with third parties outside of our company without your consent. We will also not share your information with third parties for a purpose that is materially different from original purposes without your consent.

Formstack may, however, share or disclose Personal information under certain circumstances:

- We will share information with third parties who perform services on our behalf. For example, we share information with vendors who help us provide you with the Formstack products and services that you request.
- We will share information with entities affiliated by Formstack.
- We may share information if we are required by law or if we think we have to in order to protect ourselves. For example, we will share information to respond to a court order or subpoena, to meet national security requirements, or if we are investigating potential fraud.
- We may share information with any successor to all or part of our business. This may occur in the acquisition, in whole or in part, of Formstack, or in a sale of some or all of Formstack's assets, a merger, a bankruptcy, or other transition of the business.
- We will share information if you ask that we share your Personal information with a third party.

4. How secure is my Personal information?

Formstack takes reasonable precautions to protect personal information in its possession from loss, misuse, unauthorized access, disclosure, alteration, or destruction. HOWEVER, NO INFORMATION SYSTEM CAN BE FULLY SECURE, AND WE CANNOT GUARANTEE THE ABSOLUTE SECURITY OF YOUR PERSONAL INFORMATION.

MOREOVER, WE ARE NOT RESPONSIBLE FOR THE SECURITY OF PERSONAL INFORMATION YOU TRANSMIT TO OUR WEBSITE AND/OR OUR SERVICES OVER NETWORKS THAT WE DO NOT CONTROL, INCLUDING THE INTERNET AND WIRELESS NETWORKS. YOU PROVIDE US WITH ANY PERSONAL INFORMATION AND DATA AT YOUR OWN RISK. TO THE EXTENT PERMITTED BY LAW, WE SHALL NOT BE LIABLE OR OTHERWISE RESPONSIBLE FOR ANY DATA INCIDENT OR EVENT THAT MAY COMPROMISE THE CONFIDENTIALITY, INTEGRITY, OR SECURITY OF YOUR PERSONAL INFORMATION CAUSED BY A THIRD PARTY.

The safety and security of your personal information also depends on you. Where we have given you (or where you have chosen) a username and password to access our Website or services, you are responsible for maintaining the security and confidentiality of those credentials and not revealing them to others. You must contact us immediately (and in any event within twenty-four (24) hours) if you have reason to believe that your username or password to our Website or services has been compromised. You acknowledge and agree that we may contact you via email or other electronic communications in the event we are legally required to notify you of a data security incident or event related to your personal information.

a. Data Retention

The period during which we retain your personal information varies depending on the purpose for the data processing as well as our internal processes and procedures pertaining to such data. For example, we retain personal information for as long as needed to provide you with our services, to facilitate transactions you have requested, to comply with our legal obligations (e.g., tax filings, export control laws), to engage in marketing activities, and for as long as is necessary to defend our legal or business interests. In all other cases, we retain your personal information for as long as is needed to fulfill the purposes outlined in this Privacy Policy.

5. Will Formstack use my personal information to communicate with me?

Formstack may send you information, such as announcements about new products and services, promotional materials, survey inquiries, newsletters, and other marketing materials. As a user of our products and services, Formstack may also send you information about your account or our services, such as an email when you register for a trial account or new account, an email to confirm account changes, updates on our website, and our products and services. We consider these communications to be part of your Formstack account.

You may discontinue receiving this marketing information by using the "Unsubscribe" link found in the email communication, or by contacting us. Please note that your choice to unsubscribe to account or service information may affect our ability to provide you with our products or services.

6. Does Formstack collect personal information from children?

Our websites and mobile applications are not created for children. We do not knowingly collect Personal information from children under the age of 16. Formstack does not target our website, our products or services towards children under the age of 16. If you are a parent or legal guardian and think your child under 13 has given us information, you can email us at Privacy@Formstack.com. You can also write us to the address listed below.

7. Google Workspace APIs

We use Google Workspace APIs for integration with Google services. We do not use Google Workspace APIs to develop, improve, or train generalized Artificial Intelligence and/or Machine Learning models. In our use of Google Workspace APIs and other Google services, we are focused on handling user data with the industry standard of privacy: We retain Google user data only as long as necessary to provide you with our Services, or as required by law. Our retention periods are based on the necessity of data for operational and compliance needs. Upon termination of a user's account or at a user's request, we promptly delete all associated Google user data from our systems, unless retention is mandated by legal or regulatory requirements.

8. Privacy Rights (General)

Our Customers control and are responsible for correcting, deleting, or updating the information they receive from you using our Services, and for complying with any regulations or laws that require providing notice, disclosure, and/or obtaining consent prior to transferring the personal information to Formstack for processing purposes. Because of this relationship, in most cases Formstack is only the data processor for your information, and you will need to contact the data controller to assist you. We work with Customers, pursuant to our agreements, to assist with the fulfillment of data subject access requests from you.

You may have certain rights related to your personal information, subject to the data protection laws where you live. If you believe that Formstack is the data controller for your information, you may exercise these rights. In order to do so, please submit a Data Subject Request Form found in the [Trust Center](#).

9. Notice to U.S. State Residents (General)

Data Privacy Rights. Pursuant to certain U.S. state privacy laws, you may have the following privacy rights with respect to your personal information:

- To confirm whether or not we are processing your personal information and access such personal information.
- To correct inaccuracies in your personal information, taking into account the nature of the personal information and the purposes of the processing of your personal information.
- To delete personal information provided by, or obtained about, you.
- To obtain a copy of your personal information processed by us, in a portable and, to the extent technically feasible, readily usable format that allows you to transmit the data to another entity without hindrance.

Submit a Privacy Request. To submit these above-mentioned privacy requests, please contact us in accordance with the "Contact Information" section below. Where permitted by U.S. state law, you may designate an authorized agent to submit a privacy request on your behalf.

Privacy Request Verification Process. If you make any request related to your personal information, Formstack will ascertain your identity (and the identity of the authorized agent, to the extent applicable) to the degree of certainty required or permitted under the law before addressing your request. In particular, before granting you access to, erasing, or correcting, specific pieces or categories of personal information or otherwise responding to your request, Formstack will, to the extent required or permitted by law, (i) require you (or your authorized agent) to verify your request via email, (ii) request certain contact information or government identifiers, and (iii) match at least two pieces of such personal information with data that we have previously collected from you. None of your privacy rights are absolute, and such rights are subject to exceptions and exemptions.

Privacy Requests Appeals Process. If you would like to appeal a decision Formstack has made with respect to your privacy request, please email us in accordance with the "Contact Information" section listed below, with the subject line "ATTN: Privacy Appeals," and describe the nature of your request, and the reason for requesting an appellate review.

Opt-Out Rights / The Sale of Personal Information. You may have the right to opt out of the "sale" of their personal information. However, Formstack does not sell your personal information to third parties for monetary consideration or other valuable consideration, and therefore we do not provide opt-out request processes for the sale of personal information (because we do not undertake such activities). Nevada residents may submit a request directing us to not sell personal information we maintain about them to third parties who will sell or license their personal information to others. If you would like to exercise this right (even though we do not sell or license personal information), please contact us in accordance with the "Contact Us" section listed below.

Opt-Out Rights / Targeted Advertising. You may have the right to opt out of having their personal information used for targeted advertising purposes. Formstack uses third-party analytical and targeted advertising features on our Website and similar web tools provided by our marketing partners. To opt out of this sharing of your personal

information in these circumstances, please click on the cookie management tool (sometimes visible as a "Your Privacy Choices" or a "Cookie Preferences" link) on the footer of our Website to set your cookie preferences.

Complaints. You may file a complaint about our data processing activities with your local authorities, which may include the following:

- The Colorado Attorney General at: <https://coag.gov/file-complaint/>.
- The Connecticut Attorney General at: <https://portal.ct.gov/DCP/Complaint-Center/Consumers---Complaint-Center>.
- The Montana Attorney General at: <https://dojmt.gov/consumer/>.
- The Nevada Attorney General at https://ag.nv.gov/Complaints/CSU_Complaints_FAQ/.
- The Oregon Attorney General at: <https://www.doj.state.or.us/consumer-protection/contact-us/>.
- the Texas Attorney General at: <https://www.texasattorneygeneral.gov/consumer-protection>.
- The Virginia Attorney General at <https://www.oag.state.va.us/contact-us/contact-info>.

Opt-Out Rights / Profiling. You may have the right to opt out of having their personal information used for profiling in furtherance of decisions that produce legal or similarly significant effects.

10. Notice to California Residents

This section supplements the information contained in this Policy and applies solely to all visitors, users, and others who reside in the State of California ("consumers" or "you"). We adopt this Notice to comply with the California Consumer Privacy Act of 2018 (CCPA) and any terms defined in the CCPA have the same meaning when used in this Policy.

Information We Collect

Our Website collects personal information as disclosed above, and has done so in the last twelve (12) months.

Use of Personal information

We use information that we collect about you or that you provide to us, including any personal information as set forth above in this Policy.

Your Rights and Choices

The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

a. Right to Know and Data Portability

You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months (the "right to know"). Once we receive your request and confirm your identity, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- If we sold or disclosed your personal information for a business purpose, two separate lists disclosing:

sales, identifying the personal information categories that each category of recipient purchased; and disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.

- The specific pieces of personal information we collected about you (also called a data portability request).

b. Right to Delete

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions (the "right to delete"). Once we receive your request and confirm your identity, we will review your request in accordance with the CCPA, and delete or de-identify your personal information, and direct our service providers to take similar action, in accordance with the requirements of the CCPA. We may also deny your deletion request under certain circumstances, but will provide you with feedback when we deny such requests.

c. Right to Correct

You have the right to request that we correct inaccurate personal information that we have collected and retained.

d. Exercising Your Rights to Know or Delete

To exercise your rights to know or delete described above, please submit a Data Subject Request Form found in the Trust Center.

Only you, or someone legally authorized to act on your behalf, may make a request to know or delete related to your personal information.

You may only submit a request to know twice within a 12-month period. Your request to know or delete must:

Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information.

Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

You do not need to create an account with us to submit a request to know or delete.

We will only use personal information provided in the request to verify the requestor's identity or authority to make it.

We may require written documentation that demonstrates a third party is authorized to serve as your agent for the purposes of submitting the requests set forth herein, unless you have provided the authorized agent with power of attorney pursuant to California Probate Code §§ 4121 to 4130. None of the CCPA's rights are absolute, and such rights are subject to legal and regulatory exceptions and exemptions.

e. Opt-Out Rights / Do Not Sell My Personal Information.

California residents have the right to opt out of the "sale" of their personal information.

f. Opt-Out Rights / Do Not Share My Personal Information.

California residents have the right to opt out of the "sharing" of their personal information. Formstack uses third-party analytical and targeted advertising features on our Website and similar web tools provided by our marketing partners, and such features, tools and marketing relationships involve the disclosure of your personal information to third parties and may constitute the "sharing" of your personal information for CCPA purposes. To opt out of this sharing of your personal information in these circumstances, please click on the cookie management tool (sometimes visible as a "Your Privacy Choices" or a "Cookie Preferences" link on the footer of our Website) to set your cookie

preferences. You, or your authorized agent, may also contact us in accordance with the "Contact Information" section listed below.

g. Limit Use of Sensitive Personal Information.

Formstack does not use or disclose sensitive personal information for reasons other than those set forth in the CCPA, and therefore, we do not provide individuals with the ability to limit how we use or disclose such sensitive personal information.

h. Response Timing and Format

We endeavor to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to an additional 45 days), we will inform you of the reason and extension period in writing.

Any disclosures we provide will only cover the 12-month period preceding our receipt of your request. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily usable and should allow you to transmit the information from one entity to another entity without hindrance, such as by the email address that you provided.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Non-Discrimination

We will not discriminate against you for exercising any of your CCPA rights.

We currently do not provide any financial incentives.

Shine the Light

If you are a California resident, the Shine the Light law permits California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please contact us at the information below.

11. Additional Considerations For Individuals In The European Economic Area ("EEA")

Data Transfers to Other Countries/Territories

For Data Subjects EEA, we may transfer your personal information outside the EEA for processing pursuant to the purposes outlined above. When you provide us personal information, you understand and agree that it may be transferred across national boundaries and processed outside the EEA, including by trusted third parties. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy. If we do this, we have procedures in place to ensure our personal information receives the same protection as if it were being processed inside the EEA.

Europe: Additional Privacy Rights

There are certain laws which provide individuals with additional privacy rights. Under the European Union's General Data Protection Regulation ("GDPR") and similar data protection laws, individuals in the European Economic Area (EEA), Switzerland, and the United Kingdom have additional privacy rights:

Right to be Informed. Individuals have the right to transparency regarding our collection of personal information.

Right of Access. Individuals have the right to know exactly what information is held about them and how it is processed.

Right of Rectification. Individuals will be entitled to have personal information rectified if it is inaccurate or

incomplete.

Right to Erasure. Also known as ‘the right to be forgotten’, this refers to an individual’s right to having their personal information deleted or removed without the need for a specific reason as to why they wish to discontinue.

Right to Restrict Processing. An individual’s right to block or suppress processing of their personal information.

Right to Data Portability. This allows individuals to retain and reuse their personal information for their own purpose.

Right to Object. In certain circumstances, individuals are entitled to object to their personal information being used.

Rights of Automated Decision Making and Profiling. The GDPR has put in place safeguards to protect individuals against the risk that a potentially damaging decision is made without human intervention.

If you wish to exercise your rights under the GDPR, please complete the Data Subject Request Form found in the [Trust Center](#). We will consider and process your request within a reasonable period of time. Please be aware that under certain circumstances, the GDPR may limit your exercise of these rights.

Legal Basis for Processing

For purposes of the EU/UK GDPR, we can collect and process your data under one of the following legal bases:

- **Consent.** We can collect and process your data with your consent. For example, if you have given your consent to receiving marketing material from us at the point we collected your information.
- **Contractual Obligations.** We need your personal information to comply with our contractual obligations. For example, if you have subscribed to one of our services, we use your personal information to fulfill, and deliver that service to you.
- **Legal Compliance.** If the law requires us to, we may need to collect and process your data.
- **Legitimate interest.** We may use your data as required in the normal course of operating our businesses and services unless our legitimate interests are overridden by your rights.
- **Vital interests.** We may need to process your personal information if the processing is necessary to protect your vital interests (for example, health and safety reasons if you attend a meeting at a Formstack location).

Complaints

Depending on applicable law, you may have the right to submit a complaint to a data protection authority responsible for overseeing our compliance with data protection law in your jurisdiction. Please see a list of potentially applicable regulatory authorities:

- For data protection authorities in the EU, please see here: https://edpb.europa.eu/about-edpb/about-edpb/members_en.
- For the data protection authority in Switzerland, please contact the Federal Data Protection and Information Commissioner (<https://www.edoeb.admin.ch/edoeb/en/home.html>).
- For the data protection authority in the UK, please contact the Information Commissioner’s Office (www.ico.org.uk).

We would, however, appreciate the opportunity to address your concerns, so please feel free to contact us regarding any complaint you may have.

Formstack has appointed Osano as our EU/UK representative as required by Article 27 of the GDPR. For any GDPR Article 27 inquiries ONLY, please contact Osano at:

EU Representative

Osano International Compliance Services Limited

ATTN: Q2LI

3 Dublin Landings

North Wall Quay

Dublin 1

D01C4E0

UK Representative

Osano UK Compliance LTD

ATTN: Q2LI

42-46 Fountain Street

Belfast

Antrim

BT1 - 5EF

ENSURE ALL ARTICLE 27 INQUIRIES ARE ADDRESSED TO OSANO FOR CORRECT PROCESSING

All other inquiries about this Privacy Policy should be directed to Formstack at the information below.

International Transfer

Formstack is located in the United States. Your personal information may be collected, transferred to and stored by us in the United States and by our affiliates and third-parties disclosed below, that are based in other countries.

Therefore, your personal information may be processed outside your jurisdiction, including in countries and jurisdictions that are not subject to an adequacy decision by the European Commission or your local legislature or regulator, and that may not provide for the same level of data protection as your jurisdiction. Formstack does not participate in any US-EU or US-UK data transfer mechanism.

We ensure that the recipient of your personal information offers an adequate level of protection and security, for instance by entering into the appropriate back-to-back agreements and, if required, standard contractual clauses or an alternative mechanism for the transfer of data as approved by the European Commission (Art. 46 GDPR) or other applicable regulators or legislators. Where required by applicable law, we will only share, transfer or store your personal information outside of your jurisdiction with your prior consent.

Formstack's Customers' Processing of your Personal Information

As described above, we may also process personal information submitted by or for a customer to our Services. Unless otherwise stated in this Privacy Policy, we process such personal information as a processor on behalf of our customer (and their affiliates) who is the controller of the personal information. We are not responsible for and have no control over the personal information practices and processing activities of our customers, which may differ from those explained in this Privacy Policy. If your personal information has been submitted to us by or on behalf of a Formstack customer and you wish to exercise any rights you may have under applicable data protection laws, you will have to direct your inquiries to such customers.

Formstack only processes our customers' information (which may include your personal information), at the direction of our customers, and solely upon their instructions to us. If you submit your request to us, please provide us the

name of the Formstack customer who submitted your data to us. We will refer your request to that customer, and will support them as needed in responding to your request within a reasonable timeframe.

Links to other websites; your direct third-party disclosures

As a resource to you, our Website may include links to third-party websites or provide you the opportunity to disclose information directly to third parties (e.g., credit card processors). Our Privacy Notice does not apply to such third-party websites or organizations. You assume all privacy, security, and other risks associated with providing any data, including personal information, to third parties. For a description of the privacy protections

associated with providing information to third parties, you should refer to the privacy statements, if any, provided by those third parties.

Video Links. We may, from time to time, include or display live or prerecorded videos or similar audio visual materials ("Videos") on our Website. By clicking on such Videos on our Website, (i) you may be redirected to a third party's website to play the Video, or (2) it may play the Video on our Website, although this functionality may be supported by a third party's website or technology (e.g., YouTube, YouTube API, Vimeo). In any such case, by accessing the Video, you shall become subject to the third party's terms and conditions, including, but not limited to, its terms of service and personal information privacy policies and practices, including the terms governing YouTube and Vimeo.

12. Your Responsibilities

You are permitted, and hereby agree, to only provide personal information to Formstack if such personal information is accurate, reliable, and relevant to our relationship and only to the extent such disclosure will not violate any applicable data protection law, statute, or regulation or infringe upon a person's data privacy rights or privileges. IF YOU PROVIDE PERSONAL INFORMATION (INCLUDING PERSONAL INFORMATION CONCERNING A THIRD PARTY) TO FORMSTACK, YOU EXPRESSLY REPRESENT AND WARRANT TO FORMSTACK THAT YOU HAVE THE FULL RIGHT AND AUTHORITY TO PROVIDE COMPANY WITH SUCH PERSONAL INFORMATION (INCLUDING PERSONAL INFORMATION CONCERNING A THIRD PARTY) AND THAT FORMSTACK'S USE AND PROCESSING OF SUCH PERSONAL INFORMATION AS SET FORTH HEREIN WILL NOT VIOLATE ANY PERSON'S RIGHTS OR PRIVILEGES, INCLUDING RIGHTS TO PRIVACY. YOU HEREBY AGREE TO FULLY AND COMPLETELY INDEMNIFY FORMSTACK FOR ANY CLAIMS, HARM, OR DAMAGES THAT MAY ARISE FROM YOUR PROVISION OF PERSONAL INFORMATION (INCLUDING PERSONAL INFORMATION CONCERNING A THIRD PARTY) TO COMPANY. YOU ARE PROHIBITED FROM PROVIDING US WITH "CONSUMER HEALTH DATA" OR SIMILAR HEALTH INFORMATION.

13. Community Forums

If you participate in a discussion forum, local communities, or chat on a Formstack Website, you should be aware that the information you provide there (such as your public profile and comments) will be made broadly available to others and could be used to contact you, or for purposes neither Formstack nor you have control over. Also, please recognize that individual forums and discussion boards may have additional rules and conditions. Proper access and use of information provided on the Website, including contributions to our community forums, is governed by our Website Terms of Use, this Privacy Policy, and the Formstack Community Terms of Use and known or suspected violations should be reported to us.

Formstack is not responsible for the Personal Information or any other information you choose to submit in these forums. We strongly discourage your posting any content or Personal Information that you do not want others to see or use. To request removal of your Personal Information from our community forum, please submit a Data Subject Request Form found in the Trust Center. In some cases, we may not be able to remove all Personal Information, posts and/or comments. We reserve the right to block or remove communications, content, Personal Information, or other submissions to the Website, for any reason, in our sole and absolute discretion.

14. Chatbot Use

Parts of this Website make use of an artificial intelligence (AI) powered chatbot to facilitate communication with you and address your issues. Its purpose is to provide you with helpful information related to Formstack's Services based on your needs and the prompts, questions and/or information input by you. When you interact with chatbots, you may be asked to share data such as your name and email address. This data will be used to provide personalized recommendations based on the Services you use, to address your issues, provide you with support services, and improve Formstack offerings. The chatbot sessions are recorded and stored so that we can serve you better, and so that you may continue your conversations at a later time or revisit the information previously provided to you.

You are always free to leave the conversation, whenever you want and for any reason. Please do not submit any sensitive personal or confidential information when using chatbots including those with AI features. Your personal data will not be used to develop, train, enhance or refine these AI solutions. You have the right to access, correct, or delete your data. You can also object to the processing of your data or request that we restrict the processing of your data. To exercise these rights, please submit a Data Subject Request Form found in the [Trust Center](#) or find additional contact information below.

15. Changes to the Privacy Policy

To the extent allowed by applicable law, Formstack reserves the right to change this Privacy Policy at any time without prior notice. Formstack will notify you of material changes by posting the changed or modified Privacy Policy on our Websites. You are responsible for reviewing this Privacy Policy each time you use or access our Websites. Any changes will be effective immediately upon the posting of the revised Privacy Policy unless otherwise specified. Your continued use after the effective date will constitute your consent to those changes. Formstack will provide notice and obtain your consent (opt-in or opt-out) if required.

16. Contact Information

To contact us for any privacy matters or questions related to this Privacy Policy, please direct correspondence to us at:

Email: Privacy@Formstack.com

Write to us: Corporate Headquarters

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