

# Privacy Policy

**Last Updated: Oct 27, 2024**

At Texpile LLC, we take your privacy seriously and are committed to maintaining the security and confidentiality of your personal information. This privacy policy ("Policy") describes how Texpile LLC ("Company," "we," and "our") processes, collects, uses and shares personal data when using this website, including all subdomains such as <https://editor.texpile.com> (collectively, the "Services"). We encourage you to read this Policy carefully to understand our practices regarding your personal data and how we will process data.

## Purposes of Processing

### What is personal data?

Within the context of this Policy, we collect various forms of information, encompassing what is commonly referred to as "personal data." As delineated in the General Data Protection Regulation (GDPR), the term "personal data" pertains to any information that, either individually or when amalgamated with other data under our purview, serves to uniquely identify you as an individual. Such data may encompass, but is not restricted to, particulars such as your name, postal address, email address, and telephone number.

### Why do we need your personal data?

We process your personal data for the following purposes:

- **Account Creation and Authentication:** To create your account, authenticate your identity, and provide you with access to our services, we require your email, username, and password. You also have the option to sign in with Google, which will provide us with your email and associated information.
- **Service Provision:** To offer you personalized and secure document editing experience, including the ability to save and retrieve your documents.
- **Communication:** To send you important updates, notifications, and information related to your account and our services.

## Collecting Your Personal Data

We collect information about you in the following ways:

**Information You Give Us.** This includes:

- The personal data you provide when you register to use our website, including your username, email address, and password;
- The personal data provided by third-party authenticators such as “Sign in with Google”;
- The personal data you provide when you report a problem with our website or when we provide you with customer support;
- The personal data you provide when you make a purchase through our website;
- The personal data you provide when you correspond with us by phone, email, or otherwise;

### **Information Automatically Collected.**

We automatically log information that your browser provides to us when accessing the website. For example, when visiting our website, we log your computer or mobile device’s operating system name and version, manufacturer and model, browser type, browser language, screen resolution, and IP address. This information is provided by your browser.

## **Cookies**

### **What are cookies?**

The collection of information through the employment of "cookies" is a practice that we may undertake. Cookies, in this context, represent diminutive data files that are housed within the hard drive of your computing apparatus or mobile device by a given website. Our usage encompasses two primary categories of cookies: session cookies, which have a transitory existence and expire upon the closure of your web browser, and persistent cookies, which endure on your computing apparatus or mobile device until you choose to remove them. These cookies are instrumental in providing you with an enhanced, individualized, and interactive experience during your interaction with our website.

### **Two Distinct Categories of Cookies**

Our utilization of cookies comprises two distinct classifications:

1. **First Party Cookies:** These are directly dispensed by us to your computing apparatus or mobile device, serving the sole purpose of recognizing your computing apparatus or mobile device when you revisit our website.
2. **Third Party Cookies:** These are administered by service providers who operate on our website. Service providers may harness these cookies to identify your computing apparatus or mobile device not only on our website but also during its visits to other websites.

Cookies are instrumental in enhancing the functionality and personalization of your web experience, thereby facilitating an enriched user interaction with our website.

## Cookies we use

Our website uses the following types of cookies for the purposes set out below:

Type of cookie	Purpose
<i>Essential Cookies</i>	These cookies are essential to provide you with services available through our website and to enable you to use some of its features. For example, they allow you to log in to secure areas of our website and help the content of the pages you request load quickly. Without these cookies, the services that you have asked for cannot be provided, and we only use these cookies to provide you with those services.
<i>Functionality Cookies</i>	These cookies allow our website to remember choices you make when you use our website, such as remembering your language preferences, remembering your login details and remembering the changes you make to other parts of our website which you can customize. The purpose of these cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you visit our website.
<i>Analytics and Performance Cookies</i>	<p>We may use Google Analytics, a service that uses its own cookies to help us understand how visitors use our website. These cookies collect aggregated data such as the number of visitors, the pages visited, and referring websites. They do <b>not</b> collect personal information like names, email addresses, or precise locations. We use this information to operate our website more efficiently and to monitor its performance.</p> <p>While we are not currently using Google Analytics, we may enable it in the future to help us improve our website's performance and user experience.</p> <p>Our website is hosted on Google's servers. You can find more information about how Google protects your data here: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a></p> <p>If we enable Google Analytics in the future, you can prevent it from collecting data about your visits by downloading and installing the browser plugin available here: <a href="https://tools.google.com/dlpage/gaoptout">https://tools.google.com/dlpage/gaoptout</a></p>
<i>Targeted and advertising cookies</i>	We do not use targeted or advertising cookies on this website. This means we do not collect information about your browsing activity on other sites, and we do not use cookies to display personalized advertisements. We also do not sell any of your information to third-party advertisers.

## Disabling cookies

Currently, it is not possible to disable cookies on our website. This is because all the cookies we use are essential for the website to function properly.

## Advertising

- We do not show third-party advertisements on our website, and we do not use your information to provide personalized ads. We do not share your information with any third-party advertisers.

We may use your personal data as follows:

- to operate, maintain, and improve our website, products, and services;
- to manage your account, including to communicate with you regarding your account, if you have an account on our website;
- to operate and administer our rewards program and other promotions you participate in on our website;
- to respond to your comments and questions and to provide customer service;
- to send information including technical notices, updates, security alerts, and support and administrative messages;
- with your consent, to send you marketing e-mails about upcoming promotions, and other news, including information about products and services offered by us and our affiliates. You may opt-out of receiving such information at any time: such marketing emails tell you how to “opt-out.” Please note, even if you opt out of receiving marketing emails, we may still send you non-marketing emails. Non-marketing emails include emails about your account with us (if you have one) and our business dealings with you;
- to process payments you make via our website;
- as we believe necessary or appropriate (a) to comply with applicable laws; (b) to comply with lawful requests and legal process, including to respond to requests from public and government authorities; (c) to enforce our Policy; and (d) to protect our rights, privacy, safety or property, and/or that of you or others;
- for analysis and study services; and
- as described in the “Sharing of your Personal Data” section below.

## Sharing Your Personal Data

We may share your personal data as follows:

- **Third Parties Designated by You.** We may share your personal data with third parties where you have provided your consent to do so.
- **Our Third Party Service Providers.** We may share your personal data with our third party service providers who provide services such as data analysis,

payment processing, information technology and related infrastructure provision, customer service, email delivery, auditing and other similar services.

Our website may contain links to third party websites and features. This Policy does not cover the privacy practices of such third parties. These third parties have their own privacy policies and we do not accept any responsibility or liability for their websites, features or policies. Please read their privacy policies before you submit any data to them.

## Your Documents and Privacy

When you use our document editor, the content of your documents is private and will not be shared with or viewed by anyone else without your explicit consent.

We may access your document content only in the following situations:

- **When you request support:** If you contact us for help with a specific document, we may need to access it to understand and resolve the issue.
- **With your permission:** We may ask for your permission to view your document content for other specific reasons, such as to investigate a bug report or to improve our services.

We may collect and analyze metadata associated with your documents. This metadata includes information such as document names, creation dates, modification dates, and file sizes. This helps us understand how our service is being used and improve its performance and features.

## Beta Program Exception

If you are participating in a beta program for our Services, please note that some of the provisions in this Privacy Policy may not apply or may be modified by the specific terms and conditions of the beta program. Please refer to the beta program agreement or terms of service for details about data handling practices specific to the beta program.

## Security

We seek to use reasonable organizational, technical and administrative measures to protect personal data within our organization. Unfortunately, no transmission or storage system can be guaranteed to be completely secure, and transmission of information via the Internet is not completely secure. If you have reason to believe

that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us of the problem by contacting us.

## Retention

We will only retain your personal data as long reasonably required for you to use the website until you close your account/cancel your subscription unless a longer retention period is required or permitted by law (for example for regulatory purposes).

## Your Rights

- **Opt-out.** You may contact us anytime to opt-out of: (i) direct marketing communications; (ii) automated decision-making and/or profiling; (iii) our collection of sensitive personal data; (iv) any new processing of your personal data that we may carry out beyond the original purpose; or (v) the transfer of your personal data outside the EEA. Please note that your use of some of the website may be ineffective upon opt-out.
- **Access.** You may access the information we hold about you at any time via your profile/account or by contacting us directly.
- **Amend.** You can also contact us to update or correct any inaccuracies in your personal data.
- **Erase and forget.** In certain situations, for example when the information we hold about you is no longer relevant or is incorrect, you can request that we erase your data.

If you wish to exercise any of these rights, please contact us. In your request, please make clear: (i) **what** personal data is concerned; and (ii) **which of the above rights** you would like to enforce. For your protection, we may only implement requests with respect to the personal data associated with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable and in any event, within one month of your request. Please note that we may need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting such change or deletion.

## Complaints

We are committed to resolve any complaints about our collection or use of your personal data. If you would like to make a complaint regarding this Policy or our

practices in relation to your personal data, please contact us through the information listed on our website. We will reply to your complaint as soon as we can and in any event, within 30 days. We hope to resolve any complaint brought to our attention, however if you feel that your complaint has not been adequately resolved, you reserve the right to contact your local data protection supervisory authority.

## **Contact Information**

We welcome your comments or questions about this Policy. You may contact us in writing or through our website.