

OneContext Limited Privacy Policy

1. Introduction

- a. OneContext (“Company”, “we”, “us”) is a software platform designed to enable companies to build and deploy LLM products.
- b. The OneContext team understands the importance of data privacy in all projects and has taken several steps to ensure a customer (“Customer”) is confident their data is handled in a safe and secure manner.

2. Personal Information We Collect

- a. While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include but is not limited to your name (“Personal Information”).
- b. You always have the option not to disclose this information to us, however, some information may be necessary for you to register with us and to access the complete functionality of our offerings.
- c. We collect a limited amount of Customer Personal Information, receive information directly from the Customer, and receive information related to a Customer's usage of our services through third party services.
- d. The different kinds of information we collect are enumerated below.
 - i. Account information: To use the OneContext platform, the Customer needs to provide an email address and password during account registration. Alternatively, users can connect via a third party OAuth service.
 - ii. Third Parties: We collect information on our Customers from third party services for marketing and sales purposes.
 - iii. Browser and Device Information: We collect information from our customers, and website visitors, including unique device identification numbers, operating system version, browser type, pages viewed, links clicked, date, and time of visit.

3. How We Use Personal Information

- a. Communication: We use Customer personal information to respond to inquiries, or send important updates, including customer support.
- b. Marketing: We use your collected information to market our Services, such as to send you email communications about our products and offerings.
- c. Provide Services: We use collected information to register, administer and manage Customers accounts, verify identities, and provide services. We also use personal information to diagnose and fix issues, as well as improve our services. We limit access to your personal information to our employees and consultants who have a legitimate need to use it. If we share your information with other parties (like developers, service providers, domain registrars, and reselling partners), we will ensure that

they have appropriate security measures and a valid reason for using your information.

4. How We Share Personal Information

- a. We may share personal information with a select number of third-parties for the specific purposes of:
 - i. User Authentication (e.g. Google Auth)
 - ii. Payment Processing (e.g. Stripe)
 - iii. Contract Signing (e.g. DocuSign)
- b. Each third party that we share personal information with is responsible for maintaining its privacy notice and practices related to the use and protection of personal information.
- c. OneContext requires third-party service providers acting on our behalf or with whom we share personal information to also provide appropriate security measures under industry standards.
- d. We will always ensure that any third parties with whom we share personal information are subject to privacy and security obligations consistent with this Notice and applicable laws.
- e. Our Site may contain links to other websites that are not owned or controlled by the OneContext. Please be aware that we are not responsible for the privacy practices of such other websites or third parties. We encourage you to be aware when you leave our Site and to read the privacy policies of each and every external website that may be collecting your Personal Information.

5. Your Choices and Rights

- a. Where appropriate or legally required, we will describe how we use your personal information, so you can make choices about how your data is used. You can notify us of your preferences during the information collection process and change your selection at any time by contacting us directly.
- b. Marketing Emails – You as a customer can choose to stop receiving marketing emails by following the unsubscribe instructions included in these emails, or by contacting us at hello@onecontext.ai.
- c. Account Information – While we have collected all your information with your consent. You reserve the right to revoke this consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your Personal Information conducted in reliance on lawful processing grounds other than consent. Pursuant to this you can contact us at hello@onecontext.ai to deactivate or delete your OneContext account.
- d. As a customer, you also reserve the right to complain to a data protection authority about our collection and use of your Personal Information, if any such situation arises. For more information regarding this, please contact your local data protection authority.

- e. If you seek access to, or wish to rectify, update, modify or delete Personal Information (hereinafter referred to as a “Request”) which forms a part of collected data, please contact us at hello@onecontext.ai.

6. Data Privacy Strategy

- a. How Do We Handle Customer Data?
 - i. The OneContext platform has been designed to be flexible with data input and output. To accommodate a variety of requirements, customer data can be stored using either of the following two storage methods:
 - 1. Third-party cloud storage (e.g. Amazon S3).
 - 2. On-premises storage (e.g. on a local server).
 - ii. To make the Customer Data accessible on the OneContext platform, Customers can upload to the OneContext Platform a list of file paths, or URLs which act as a reference to the individual data points in the storage method.

7. Changes to Privacy Policy

- a. Our internal Data and Network security department may update this policy from time to time with changing standards of data protection and security protocols. Such changes will be in effect immediately after being posted on this page.
- b. We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Site after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.
- c. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

8. Contact Us

- a. If you have any questions, or complaints about this policy, please contact us at hello@onecontext.ai.