

Privacy Policy

Effective Date: December 31, 2021

This Privacy Policy is intended to inform you how Prefect Technologies, Inc. (“Prefect”, “us”, “we”, or “our”) protects and uses personal information that is provided or generated when you use the Service.

We appreciate your privacy and are committed to ensuring that you are informed as to what data we collect, how such data, including any personal information, will be used and kept, for what purpose we collect it, and how we use it.

This Privacy Policy informs you of our specific policies regarding the collection, use, and disclosure of personal data when you use the Service, as well as the available choices that you have associated with such data. Please take the time to read this document carefully.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

1. Definitions

a. Service

Service means the website available at <http://prefect.io> for the promotion and sale of workflow automation technologies, owned and operated Prefect Technologies, Inc., as well as any subdomains thereof or domains related thereto.

b. Personal Data

Personal Data means data about a living individual who can be identified from such data (or from such and in combination with other information, either in our possession or likely to come into our possession).

c. Usage Data

Usage Data is data automatically collected by us from your use of the Service or from the Service infrastructure itself (for example, the duration of a page visit) regarding how the Service is accessed and used.

d. Cookies

Cookies are small pieces of data that are sent to your browser from our web site and stored on your local device (e.g., computer or mobile device).

e. Data Controller

Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for and the manner in which any personal information are, or are to be, processed. For the purpose of this Privacy Policy, we are the Data Controller of your Personal Data.

f. Data Processors (or Service Providers)

Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller. We may use the services of various Service Providers in order to process your data more effectively.

g. Data Subject (or User)

Data Subject is any living individual who is using the Service and is the subject of any Personal Data collected thereby. For the purpose of this Privacy Policy, you are the Data Subject of your Personal Data.

2. Information Collection

When you use the Service, you may provide and we may collect several different types of information for various purposes, including to provide and improve delivery of the Service to you.

a. Types of Data Collected

i. Personal Data

While using the Service, we may ask you to provide us with Personal Data in various ways through the Service. Personal Data may include, but is not limited to:

- Email address
- Username and/or password
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Cookies
- Chat logs
- Location

Personal Data also includes other information, such as geographic area or preferences, when any such information is linked to information that identifies a specific individual.

We may use your Personal Data to contact you with newsletters, marketing or promotional materials, as well as other information that may be of interest to you. By accepting the use of Cookies with the Service, you hereby opt-in to the receipt of these communications. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send, or by otherwise contacting us directly.

ii. Usage Data

We may also collect Usage Data that may include , but is not limited to:

- your computer's Internet Protocol ("IP") and Media Access Control ("MAC") addresses;
- browser type;
- browser version;
- the pages of the Service that you visit;
- the time and date of your visit;
- the time spent on those pages;
- unique device identifiers;
- other diagnostic data;
- third-party session recording and reconstruction; etc

We may use your Usage Data to improve and customize your user experience with the Service or that of other users.

iii. Tracking Cookie Data

We use cookies and similar tracking technologies to track the activity on the Service, as well as hold certain information.

Cookies are files that contain a small amount of data that may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze the Service.

You can instruct your browser to refuse all cookies, as well as to indicate when a cookie is being sent. Please note, however, if you do not accept cookies you may not be able to use some portions of the Service.

Examples of Cookies we use include, but are not limited to:

- **Session Cookies.** We use Session Cookies to operate the Service.
- **Preference Cookies.** We use Preference Cookies to remember your preferences and various settings, which we may retain between sessions.
- **Security Cookies.** We use Security Cookies for security purposes.

iv. Identity Authentication

We use okta as our identity provider. Usernames & passwords (or login credentials from another service, such as Google) are provided to them, which is used for remote identify verification by okta servers. We then make use of a cookie that they provide to us. okta is located in San Francisco, CA and can be reached at <https://okta.com>.

v. Session Capture

We use LogRocket as our provider of error reporting software. The LogRocket software has a feature that allows for the “video-like” replay of a previous user session based on browser events and html+css code. This allows us to potentially capture information regarding everything displayed by the Service, e.g., UI and UX interaction. LogRocket is located in Cambridge, MA and can be reached at <https://logrocket.com/>.

vi. Telemetry

We use Google Analytics to capture information with respect to specific user actions & site visit information. Alphabet is located in Mountain View, CA.

3. Use of Data

Prefect uses the data that is collected for various purposes, including:

- To provide and maintain the Service
- In the event that Prefect desires to notify you about changes to the Service
- To provide customer support
- To gather analysis or valuable information so that we can improve the Service
- To monitor the usage of the Service
- To detect, prevent and address technical issues, including fraud and unauthorized access to the Service
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information

4. Legal Basis for Processing Personal Data Under General Data Protection Regulation (GDPR)

Prefect's legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it. Primarily, the legal bases for our processing of your personal data is that such processing is necessary for providing the Service and that the processing is carried out in line with our legitimate interests, which are further explained below. We may also process data upon your consent, asking for it as appropriate.

By way of further example, Prefect may process your Personal Data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests and it's not overridden by your rights
- To comply with the law

5. Retention of Data

Prefect will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Prefect will also retain Usage Data. Usage Data may be retained for a shorter period of time than Personal Data, except when this data is used to strengthen the security or to improve the functionality of the Service, or we are legally obligated to retain this data for longer time periods.

6. Transfer of Data

Your information, including Personal Data, may be transferred to and maintained on computers located outside of your state, province, country or other governmental jurisdiction. Your information, including Personal Data, may be transferred to and maintained in such jurisdictions where the data protection laws may differ than those from your jurisdiction.

If you are located outside United States and choose to provide information to us, please note that we collect such data, including Personal Data, in the United States and process it there in addition to other jurisdictions. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to any such data collection.

Prefect will take steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. No transfer of your Personal Data will take place to any third-party organization unless there are adequate controls in place, including to ensure the reasonable security of your data and other personal information.

7. Disclosure of Data

a. Business Transactions

If Prefect is involved in a merger, acquisition or asset sale, your Personal Data may be transferred as part of such transaction. We will provide notice on the website www.prefect.io before your Personal Data is transferred and becomes subject to a Privacy Policy that may provide rights that are different from those set forth by this Privacy Policy.

b. Disclosure for Law Enforcement

Under certain circumstances, Prefect may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).

c. Legal Requirements

Prefect may disclose your Personal Data in the good faith belief that such action is necessary to:

- comply with a legal obligation
- protect and defend the rights or property of Prefect Technologies, Inc.
- prevent or investigate possible wrongdoing in connection with the Service
- protect the personal safety of users of the Service or the public
- protect against legal liability

d. Change of Ownership

Your Personal Data may be disclosed and otherwise transferred to an acquirer, successor or assignee as part of any merger, acquisition, debt financing, sale of assets, or similar transaction, as well as in the event of an insolvency, bankruptcy, or receivership in which information is transferred to one or more third parties as one of our business assets.

Such data may be physically or electronically transferred to an acquirer, or successor or assignee as part of any merger, acquisition, debt financing, sale of assets, or similar transaction, as well as in the event of an insolvency, bankruptcy, or receivership in which information is transferred to one or more third parties as one of our business assets.

8. Security of Data

We follow generally accepted industry standards to protect the information submitted to us from unauthorized access, destruction, use, modification, or disclosure, both during transmission and after we receive it. The security of your data is important to us, but note that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot, nor do we, guarantee its absolute security.

If we learn of a security systems breach, we will inform you and the authorities of the occurrence of the breach in accordance with applicable law.

9. Your Rights Under California Online Privacy Protection Act (CalOPPA)

We do not support Do Not Track ("DNT"). Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

If you are a resident of California, note that we are exempt from the obligation under California Civil Code to provide you upon request with a list of certain categories of personal information that we have disclosed to third parties for their direct marketing purposes and the identity of those third parties.

10. Your Data Protection Rights Under General Data Protection Regulation (GDPR)

If you are a resident of the European Economic Area ("EEA"), you have certain data protection rights. We respect your privacy rights and provide you with reasonable access to the Personal Data that you may have provided through your use of the Service. Accordingly, Prefect aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data as follows:

A. If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please contact us, as set forth below.

B. In certain circumstances, you have the following data protection rights:

i. The right to access, update or to delete the information we have regarding you.

Whenever made possible, you can access, update or request deletion of your Personal Data. If you are unable to perform these actions yourself, please contact us to assist you in making any such changes.

ii. The right of rectification.

You have the right to have your information rectified if that information is inaccurate or incomplete.

iii. The right to object.

You have the right to object to our processing of your Personal Data.

iv. The right of restriction.

You have the right to request that we restrict the processing of your personal information.

v. The right to data portability.

You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.

vi. The right to withdraw consent.

You also have the right to withdraw your consent at any time where Prefect relied on your prior received consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests.

C. You have the right to lodge a complaint with a relevant Data Protection Authority regarding our collection and use of your Personal Data. For more information, please contact your local data protection authority in the EEA.

11. Service Providers

We may employ third-party companies and individuals to facilitate the operation and maintenance of the Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how the Service is used.

These Service Providers have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or otherwise use such Personal Data for any other purpose.

12. Links to Other Sites

The Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to a site owned and/or operated by that third party. Any information you provide on third-party sites or services is provided directly to the operators of such services and is subject to those operators' policies, if any, governing privacy and security, even if accessed through the Service. We are not responsible for the content or privacy and security practices and policies of third-party sites or services to which links or access are provided through the Service. We strongly advise you to review the Privacy Policy of every site you visit.

Prefect has no control over and assumes no responsibility for the content, privacy policies or practices of any third-party sites or services.

13. Children's Privacy

Protecting the privacy of young children is especially important. The Service does not address anyone under the age of 18 ("Children"); the Service is solely intended and made available to those over 18. If you are under 18 years of age, then please do not use or access the Service at any time or in any manner.

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you, as a parent or guardian, are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove such information from our servers.

14. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new or amended Privacy Policy on this page.



We will let you know via email and/or a prominent notice on the Service, prior to the change becoming effective, and update the “effective date” at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

15. Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: help@prefect.io
- By visiting this page on our website: <http://www.prefect.io/pricing#contact>
- By postal mail: Prefect Technologies, Inc., 1200 18th ST NW Suite 700, Washington, DC, 20036