

AgentWeave Privacy Policy

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Introduction

Protecting your privacy and the security of your information is important to **AgentWeave/ DigitalWoven, Inc.** This Privacy Policy (“Policy”) describes AgentWeave’s commitment to your privacy and how we collect, use, retain, and disclose your information through our AI-driven software, website, and related services (collectively, the “Services”). This includes any interactions you have with our AI agents, avatars, or other AI personalization features. By using AgentWeave’s software, site, and Services, you agree to the collection and use of information in accordance with this Policy. We comply with applicable privacy laws, including the EU General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA), in our data practices.

Information We Collect and How We Use It

Personal Information You Provide: When you use our Services, we collect personal information you provide to us. This may include your name, email address, username, and password when you register an account. It also includes any information you submit to us directly, such as when contacting AgentWeave for customer support or when filling out your profile. If you create a user profile or avatar, or provide personalization details for an AI agent, we collect those images, preferences, or other profile data to personalize your experience. Information about any child under the age of 13 (if our Services are used by children with appropriate consent) will be handled in accordance with applicable laws.

Content from AI Interactions: We collect and process the content you generate or share when interacting with our AI agents. This includes the questions, prompts, or messages you provide to the AI, as well as the AI-generated responses or content. We treat this **AI-generated data** as part of your usage data, since it may be derived from your inputs and could include personal information. Such AI interaction data is used to provide you the Service (for example, to remember context in a conversation) and to improve our AI models and Services over time. If any AI-generated content includes your personal data, it will be protected and handled under this Policy just like the information you directly provide.

Information Automatically Collected: Through cookies and similar technologies, AgentWeave may automatically collect certain technical data about your use of the Services. This includes, for example, your IP address, device type, operating system, browser type, usage times, and browsing actions. We use this information to analyze how you use the Services, to secure the Services, and to improve performance and user experience. You may set your browser to refuse

all or some cookies, or to alert you when cookies are being sent; however, note that if you disable cookies, certain features of the Services may not function properly. (Please note that at this time, our Services do not respond to “Do Not Track” signals in browsers.)

Payment Information: If you make purchases through our Services, our third-party payment processor will collect and store your payment card information (such as credit or debit card number, expiration date, and security code) as needed to process your payment. The payment processor provides AgentWeave with a unique payment token (not your full card details) which allows us to charge your card for subsequent purchases (for example, subscription renewals) if you authorize such payments. AgentWeave itself only retains limited payment information, such as the card type, expiration date, and certain digits of your card number for identification, as well as your transaction history. We do **not** store your full card details on our servers for security reasons.

How We Use Your Data: AgentWeave uses the collected data to operate, maintain, and improve our Services and your user experience. Specifically, we may use your information for purposes such as:

- **Providing and Improving the Service:** To operate the Services and provide features you request (for example, answering your questions, powering the AI agent interactions, and delivering personalized content). This also includes using data to troubleshoot issues, and to refine our AI algorithms and suggestions over time.
- **Customer Support and Communications:** To answer your inquiries, provide customer support, and send you important notices such as account confirmations, invoices, updates, security alerts, and administrative messages related to the Services.
- **Promotions and Updates:** To inform you about new features, services, rewards, or promotions offered by AgentWeave that are relevant to you. We may also send newsletters or surveys, but you can opt out of these marketing communications as described in this Policy.
- **Personalization:** To better understand your needs and preferences in order to personalize your experience. For example, we may use your interaction history to tailor the responses of your AI agent or to recommend certain content. We may modify the information and content presented to you based on your usage to ensure it is more relevant to you.
- **Analytics and Performance:** To analyze usage and interaction with our Services (including how you and other users engage with our AI features) so we can improve our offerings and user experience. This helps us to identify trends, debug performance issues, and make informed improvements to the platform.
- **Research and Development:** AgentWeave may create de-identified or aggregated data from your personal information. Once anonymized so that it does not identify you, we may use this data to gain insights into how our Services are used or to develop new features. We reserve the right to disclose such de-identified data to third parties for lawful purposes (for example, publishing usage statistics), provided it contains no personally identifiable information.

AgentWeave will **not** use your personal data for purposes unrelated to our Services without your consent. In particular, we will not sell your personally identifiable information to third parties. We also will **NOT** use your personal data to market or advertise to children, nor to build profiles on minors for commercial purposes unrelated to the Services. Any use of personal data for additional purposes (such as new services or unrelated marketing) would be done only with appropriate notice and, if required, with your consent.

Data Sharing and Disclosure

AgentWeave understands the importance of keeping your information private. We do not share your personal information with third parties except in the following circumstances:

- **With Your Consent:** We will share your information with third parties if you have given us your explicit consent to do so. For example, if you opt-in to a feature that involves sharing data with a partner service, we will do so only with your permission.
- **Service Providers:** We may share data with trusted third-party vendors, contractors, and service providers who perform services on our behalf, such as payment processing, data hosting, analytics, or AI processing services. These parties are given access only to the information necessary to perform their specific tasks, and they are contractually required to protect your data and use it only for the purposes of providing services to AgentWeave.
- **Legal Compliance:** We may disclose your information if required to do so by law or in response to a valid legal request (such as a subpoena, court order, or government demand). We will only disclose the data that is necessary and will inform you of such requests when possible.
- **Protection of Rights and Safety:** We may share information to protect the rights, property, or safety of AgentWeave, our users, our employees, or others. This includes enforcing our terms of use or other agreements, investigating potential violations, and preventing fraud or security issues. If necessary (for example, in cases of threats or potential self-harm disclosed to an AI agent), we might also share information to prevent harm, in accordance with applicable laws and ethical guidelines.
- **Emergency Situations:** In an emergency, where there is an imminent threat to the safety of any person, we may disclose information to the appropriate authorities or parties to mitigate the threat. We will only do so in good faith that such disclosure is necessary to protect someone's personal safety.
- **Business Transfers:** If AgentWeave is involved in a merger, acquisition, reorganization, or sale of assets, or in the unlikely event of bankruptcy or receivership, your information may be transferred as part of that transaction. In such cases, we will ensure that the successor entity is bound by privacy practices that are at least as protective as those described in this Policy, and we will provide you with notice before your personal data is transferred or becomes subject to a different privacy policy. Where required by law, you will also be given an opportunity to opt out of the transfer of your personal information in such a business transition.

Aside from the instances described above, AgentWeave does not share your personal information with third parties. Notably, we do **not** sell your personal data to data brokers or third-party advertisers, and we do not disclose your personal information for third-party marketing purposes without your consent.

Data Security

AgentWeave takes the security of your personal data very seriously. We employ a range of industry-standard security measures and technologies to protect your information from unauthorized access, use, or disclosure

. These measures include, for example:

- Encryption of data in transit (e.g., SSL/TLS encryption for our website traffic) and **encryption at rest** for sensitive information stored on our systems.
- Firewalls and network security controls to guard against external attacks.
- Physical access controls and robust security at our data centers or cloud providers, ensuring that only authorized personnel can access systems that store personal data.
- Internal access controls, limiting personal data access to employees or contractors who **need** that data to operate and improve the Services (the principle of least privilege).
- Regular monitoring of our systems for vulnerabilities and attacks, and maintaining up-to-date security practices.

We also apply these security practices to our AI systems. Any personal data that might be used in training or operating our AI models is handled securely to prevent unauthorized access or leaks. For example, if we use user data to improve an AI algorithm, we aggregate or anonymize it when possible, and we strictly control access to both the raw data and the trained models.

While we strive to protect your information, please note that no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, we **cannot guarantee** absolute security of your data, as there are inherent risks in using online services. AgentWeave uses commercially reasonable efforts to safeguard your personal information; by using our Services, you acknowledge and accept the residual risks involved in data transmission and storage on the internet.

In the event of a data breach that affects your personal information, we will notify you and the appropriate authorities as required by law.

Data Retention and Deletion

Retention: AgentWeave will retain your personal information for as long as it is necessary to fulfill the purposes outlined in this Privacy Policy, and as long as your account remains active. We may also retain certain information for legitimate business purposes or as required by law – for example, to comply with accounting/tax regulations or legal obligations, to resolve disputes,

or to enforce our agreements. Additionally, even after you delete your account, we might keep some data in backup or archival copies for a short period (due to backup protocols) or keep de-identified aggregate data that does not identify you personally. We may also store limited information to prevent fraud or abuse or for account recovery purposes. Personal data that has no ongoing legitimate purpose or legal requirement will be deleted or anonymized. Your personal information (and any information of a child user, if applicable) will be purged as soon as it is no longer required for the purposes stated above.

Deletion: You have the ability to have your personal data removed in accordance with applicable laws. If you decide to delete your AgentWeave account, you may do so through the account settings (if this feature is available) or by contacting us with a deletion request. Once we receive and process your request, your account data will be scheduled for deletion from our active systems, unless retention is required by law. Additionally, AgentWeave may permanently erase your data if your account has been inactive, delinquent, suspended, or terminated for 30 days or more. In other words, if you stop using the Service and do not reactivate your account, we may, after a grace period, delete the personal data associated with your account in order to protect your privacy. To request deletion of your account or personal data at any time, you can email us at support@agentweave.com (or use any other account deletion mechanism we provide). We will respond to such requests as required by law. Please note that if you request deletion, certain data may be retained for a short period in backups or as required for legal compliance, and we may retain anonymous aggregate data. Once your data is deleted, it **cannot be recovered**, so please be certain when you choose to close your account.

Your Rights and Choices (User Control and Consent)

AgentWeave respects your control over your personal information and provides you with choices regarding your data:

- **Access and Correction:** You have the right to access the personal information we hold about you and to request correction of any inaccuracies. Many of the basic details of your account can be reviewed and edited at any time by logging into your account and visiting your profile or account settings (for example, you can update your username, password, or contact information). If you need assistance or wish to request a copy of all personal data we have about you, you may contact us at the email provided below. We will provide this information as required by applicable law. If any personal data is inaccurate or incomplete, you may ask us to correct or update it, and we will do so if feasible.
- **Withdrawal of Consent:** If our processing of your personal data is based on your consent, you have the right to withdraw that consent at any time. For example, if you initially consented to allow us to use certain data for marketing or to train our AI, you can change your mind later. To withdraw consent, you can adjust the settings in the Service (where such an option is provided) or contact us for assistance. Please note that withdrawing consent will not affect the lawfulness of any processing done prior to your withdrawal. However, if you withdraw consent for essential data uses, it may limit our

ability to provide you with the full functionality of the Services, and in some cases, we may not be able to continue providing the Service (for instance, if you revoke consent to processing fundamental to providing the Service, your account might need to be closed).

- **Opt-Out of Marketing Communications:** AgentWeave may send you promotional emails or newsletters about product updates, new features, or special offers. If you prefer not to receive such promotional communications, you have the right to opt out. You can unsubscribe by following the link or instructions provided in the promotional emails or by adjusting your email preferences in your account settings. Once you opt out, we will stop sending you marketing emails. Please note that even if you opt out of marketing messages, we may still send you important **non-promotional** communications. These include messages about your account, service announcements, security alerts, and other administrative or transactional messages that are necessary for us to provide the Services (you cannot opt out of these service-related emails).
- **Cookies and Tracking Choices:** As described above, you can control or block cookies through your browser settings. You can also use browser extensions or device settings to limit ad tracking. While we do not currently respond to Do Not Track signals, we honor browser or device settings that limit cookies as feasible. For more information on managing cookies, see our Cookies Policy (if available) or visit resources like AllAboutCookies. Keep in mind that disabling cookies may affect Service functionality.
- **Additional Rights under GDPR and CCPA:** If you are a resident of certain jurisdictions, such as the European Economic Area (EEA) or California, you may have additional rights regarding your personal data. These can include the right to **erasure** (to request deletion of your data), the right to **object** to or **restrict** certain processing, the right to **data portability** (to obtain a copy of your data in a transferable format), and the right not to be subject to automated decision-making that produces legal effects on you. You also have the right to not be discriminated against for exercising your privacy rights under laws like the CCPA. To exercise any of these rights, you can contact us using the information in the “Contact Us” section below. We will honor your rights to the extent required by law and will respond within the timeframe set by law (for example, within 30 days for GDPR requests).
- **Opt-Out of Data Sharing/“Do Not Sell”:** AgentWeave does not sell your personal data to third parties. If in the future we ever considered selling personal information (as “sell” is defined by the CCPA) or sharing it for targeted advertising purposes, we would provide you with a clear notice and the opportunity to opt out. Since we do not sell data, you do not need to take any action to opt out of the sale of your data at this time.

If you wish to exercise any of your rights or have questions about your privacy choices, please contact us at the email address provided in the Contact section. For security, we may take steps to verify your identity before complying with your request, especially for access, deletion, or data portability requests.

Updates to this Privacy Policy

We may update or modify this Privacy Policy from time to time to reflect changes in our practices, technologies, legal requirements, or for other operational reasons. When we make changes to this Policy, we will post the updated Policy on our website at <https://www.agentweave.ai/privacy> (or a successor URL) and update the “Last Revised” date at the top of the Policy. The latest version of the Policy will always be available at that URL. We encourage you to review this Policy periodically to stay informed about how we are protecting your information. If we make significant changes, we may also notify you through the Services or by email, where feasible.

Your continued use of the Software, Site, and Services after any changes to this Privacy Policy signifies your acceptance of the updated terms. If you do not agree with any changes to the Policy, you should discontinue use of the Services. Remember, it is your responsibility to review the Privacy Policy from time to time to be aware of any modifications. By continuing to use AgentWeave’s Services, you are confirming that you have read and agree to the current version of this Policy.

Contact Us

If you have any questions, concerns, or comments about this Privacy Policy or our data practices, please contact us. We are here to address your inquiries and any issues you might have regarding your privacy and security. You can reach our privacy team at legal@digitalwoveb.com.

Alternatively, you may write to us at:
DigitalWoven, Inc. (Attn: AgentWeave Privacy)
3 E 3RD AVE STE 200, SAN MATEO CA 94401-4280.

We will do our best to respond promptly to your questions or concerns. If you need to report a potential privacy or security breach, please contact us immediately at the above email.

Thank you for trusting AgentWeave with your personal data. We are committed to safeguarding your privacy and providing a secure, transparent user experience.