

Privacy Policy

Last updated March 2021

Float Tech LLC and its affiliates and subsidiaries, meaning companies related by common ownership or control (collectively, "Float Tech LLC", "we", "us", "our") respect your (the "user," "you" or "your") right to privacy and strive to maintain the confidentiality of your personal information. This Privacy Statement describes in greater detail our privacy practices for collecting and maintaining certain information collected about you. This Privacy Statement applies to all versions of the following applications, whether operating on iOS, Mac, Android or other platform, websites, products and related services: The Document Converter, The File Converter, The Video Converter, The Audio Converter, The Image Converter, and The Vector Converter (each an "App" and collectively the "Apps" or the "Converter Suite").

We may change this Privacy Statement from time to time. If we make changes, we will notify you by revising the date at the top of the page. We require you to read and agree to this Privacy Statement when you download and install each and any single App or multiple of the Apps in the Converter Suite. We encourage you to review the Privacy Policy whenever you access an App to convert files, or otherwise interact with us via e-mail, post, telephone or any other means of communication.

1. Application of this Privacy Statement

This Privacy Statement (the "Privacy Policy") applies to our Converter Suite Apps, products, and related services, whether or not they link to this Privacy Policy. Float Tech LLC is the responsible entity for all Personally Identifiable Information subject to this Privacy Policy for any services provided to users anywhere in the world.

2. Information We Collect

The best way to keep information private is to never ask for it at all. The Converter Suite is designed so there is no identifiable information about you to protect in the first place:

- No user accounts or registration.
- We never ask for your name or email.
- On iOS 14+, photos and videos can be chosen without giving the app access to your entire photo library

We do not collect Personally Identifiable Information from you through registration or similar methods. Any information belonging to you which we come into possession of may reach us, if at all, in one of the following ways or through one of the following channels:

- When you convert a file on the cloud, you upload a file from your phone, tablet or similar device to a Google Cloud server owned by us.
- After your file is on the server, our proprietary “Float-Convert” intermediary server communicates with a reputable third party service (including but not limited to CloudConvert.com, OnlineConvert.com, and Qencode) to provide you the desired file type output.
- After Float-Convert communicates with the third-party service, that service converts your file and gives Float-Convert a download link, which we provide to the app. The App downloads the desired file type output to your phone, tablet or similar device.
- Your file is automatically deleted from our servers when the download is finished. Most files exist on our servers for less than 5 minutes.
- All files on all servers under our control are marked to expire after 24 hours, in case there is any error with the automatic deletion after downloading.
- We rename your files before upload using random strings, so neither our servers, nor any third-party servers or services can ever see your original file names.
- Additionally, we use Firebase to collect statistics on how users use an App by documenting certain events like purchases, which file types are most popular, contact with technical support, and similar. This is aggregate user data and is not affiliated with any particular user, and never includes your files or names of your files.
- We use Firebase to collect statistics on where users are located, by country. This is aggregate user data and is not affiliated with any particular user.
- We use a helpdesk platform that users can register on in order to submit any help tickets. We may access to users’ e-mail address, basic information like what filetypes they converted files to and error messages they received, and any other information they elect to provide as part of help tickets. This information is only utilized for customer support, is stored only for recordkeeping and analytics purposes, and is not shared, subject to the exclusions below.

As indicated above, we may from time to time collect automatically-collected information when you access our services (“Usage Data”), such as browser information, link interaction with our products, Internet Protocol (“IP”) address, and any other usage information collected from cookies and other tracking tools.

3. Information Disclosure

We limit any sharing of information we have collected about you to certain narrow purposes. Your information may be shared for the following reasons only:

TO COMPLY WITH LAWS OR TO PROTECT RIGHTS OF USERS

If we believe the release of information about you is necessary to respond to a legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, or safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation. This includes exchanging information with other entities for fraud protection and credit risk reduction.

TO ASSIST THIRD-PARTY SERVICE PROVIDERS

We may share your information with third parties that perform services for us or on our behalf, including file conversion, payment processing, data analysis, e-mail delivery, hosting services, customer service, and marketing assistance.

TO PERFORM ANALYSIS AND MARKETING STRATEGIES WITH OTHER THIRD PARTIES

We may share your information with advertisers and investors for the purpose of conducting general business analysis. We may also share your information with such third parties for marketing purposes, as permitted by law.

TO TRANSFER ASSETS IN THE EVENT OF SALE OR BANKRUPTCY

If we reorganize or sell all or a portion of our assets, undergo a merger, or are acquired by another entity, we may transfer your information to the successor entity. If we go out of business or enter bankruptcy, your information would be an asset transferred or acquired by a third party. You acknowledge that such transfers may occur and that the transferee may decline to honor the commitments we've made in this Privacy Policy.

4. Our Stance on Third Party Apps/Sites

Our Converter Suite Applications work in conjunction with third-party websites and applications, including but not limited to CloudConvert.com, OnlineConvert.com, and Qencode, that are not affiliated with us.

We are not responsible for the content, privacy and security practices or policies of any third parties, including other sites, services, or applications that may be owned or

operated by third parties, and we recommend that you familiarize yourself with the privacy policies, if any, of the third parties. In the event that we enter into relationships with any additional third parties not named in this Privacy Statement to provide you expanded services, we will update this Privacy Statement with the names of same third parties.

5. Our Stance on Contact with You

We may from time to time contact you to remind you about something related to an App or to inform you of other great services we have in the works through “push notifications” or similar means. If you do not wish to receive notifications, you will be provided an “opt-out” option through which you can indicate your preferences.

6. How We Keep Your Personal Information Safe

We use a number of administrative, technical, and physical security measures to help protect your information. While we have taken reasonable steps to secure the information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any and all interception or other type of misuse. Any information disclosed online or through the cloud is vulnerable to interception and misuse by unauthorized parties. Therefore, we cannot guarantee complete security if you provide us your information.

7. Policy Regarding Children

We do not knowingly solicit information from or market to children under the age of 18 unless the children have been granted permission by their parents to use our Apps. If you become aware of any data that we have collected from children under age 18, please contact us using the contact information provided below.

Contact Us

For questions or concerns relating to privacy, we can be contacted at support@float.support.