

Ohai.ai, Inc.
Privacy Notice

Effective Date: December 1, 2025

BY USING OR ACCESSING OUR SERVICES OR BY PROVIDING PERSONAL DATA TO US ON OR THROUGH THESE SERVICES, YOU ACKNOWLEDGE YOUR UNDERSTANDING TO THE COLLECTION, USE AND DISCLOSURE OF THAT INFORMATION IN ACCORDANCE WITH THIS PRIVACY NOTICE.

This Privacy Notice sets forth the privacy practices and policies of Ohai.ai, Inc. (“**Ohai**,” “**us**,” or “**we**”). Ohai is the controller of any Personal Data submitted to our Services and is committed to respecting and protecting your privacy and helping you make the most of your time with our Services within a trusted environment. You must only use the Services if you have read and understood the terms of this Privacy Notice in effect at the time of your use. This Privacy Notice should be read in conjunction with our Terms of Service (the “**Terms of Service**”). Capitalized terms used in this Privacy Notice not defined herein shall have the meaning ascribed to them in the Terms of Service.

Ohai technology uses artificial intelligence (“AI”) and trained internal personnel (“Human Assistants” or “HA”) to provide virtual assistant services (the “Services”). To provide our Services, we need to learn certain Personal Data from you. Your privacy is paramount to us and this privacy notice is intended to tell you exactly how we collect, protect, use and share information gathered about you from our Services. For purposes of this Privacy Notice, “Personal Data” means any information relating to an identified or identifiable natural person, and in any event, as defined by applicable law.

Revisions to the Privacy Notice

We may revise this Privacy Notice from time to time to reflect changes to our Services or legal, regulatory, or operational requirements. If we make a material change, we will provide advance notice before such changes go into effect. If you object to any changes, you may stop using our Services. Your continued use of our Services after any changes go into effect indicates your acknowledgment and acceptance of those changes.

What Information We Collect

When you use our Services, we collect the following types of Personal Data about you to provide our Services:

1. **Account information.** We collect information that you provide when you do things like sign up for an account or purchase a subscription such as your name, email address, phone number, and physical address.
2. **Payment Information.** If you sign up for a Services subscription or request a service that requires paying a third party, we may request payment information from you, such as credit card type, certain digits of your card number, expiration date, and/or billing address information. We use Stripe as our payment processor, and Stripe will store any payment information you provide. However, we may obtain limited information about your payment card from our payment processor, such as the last four digits, the country

of issuance, and the expiration date. Stripe uses and processes your payment information in accordance with [Stripe's Privacy Policy](#).

3. **Information you voluntarily provide.** You may voluntarily provide certain information to us when you use the Services, including but not limited to information about yourself and about other members of your family unit with whom you want us to share certain information (such as shared calendars). You may also choose to enable certain settings or permissions on your device, such as access to the camera, photo library, calendar, location settings, contacts, etc., to use certain features of the Services. You may also voluntarily provide information about yourself when you contact us for support.
4. **Information you allow others to provide us.** If you direct us to contact third parties to help execute on certain requests, we may collect information about you from those third parties.
5. **Interactions with Ohai.** To better understand your personal goals, priorities, and preferences and help execute your requests, we collect and record your interactions with Ohai, including in-app chats, voice and video calls, SMS messages, as well as any photos, videos, or other media you share with Ohai. If you direct Ohai to contact third-parties to help execute on a request, we will collect and record those interactions to personalize our Services to your specific needs, including training our algorithms to allow us to execute on your requests more efficiently. This may include interactions related to product recommendations or shopping assistance that you request through the Services.
6. **Email account access & email content.** If you choose to connect your email account (e.g., Gmail, Outlook) to the Services, we will access and process certain information from your email account in order to help you identify, organize, and act on information related to your personal schedule and events. This may include the sender, recipients, timestamps, subject lines, message bodies, attachments, and other metadata associated with your emails.
7. **Product usage information.** We collect information about the way you use our Services, such as actions you take in your account and the way you use our website and mobile app. We use this information to do things like diagnose and troubleshoot issues with our Services, as well identify ways to improve our Services.
8. **Cookies and other tracking technologies.** We use tracking technologies like cookies, web beacons, and pixel tags (together, "cookies") to provide, improve, and promote our Services. For example, cookies help us remember your preferences, understand how you interact with our Services, and improve them based on that information. We may also use third-party service providers - e.g. payment processors - who set cookies and similar technologies when you use our Services and their services. You can learn more about how cookies and other tracking technologies work, as well as how to exercise control over cookies in our [Cookie Policy](#).
9. **Device information.** We collect information from and about the devices you use to access our Services. This includes things like IP addresses, operating system, the type of browser and device you use, language settings, and identifiers associated with your device.
10. **Location information.** We may derive information about your location based on your IP address and use it to provide and protect our Services. For example, we use your location information to determine whether our Services are available in your area.
11. **Third Parties.** We may also obtain information about you from third parties, including for instance, joint marketing partners, lead providers, and fraud and risk mitigation vendors.
12. **Social Networking Activities.** Our Services may include the ability for you and other users to link to and access third-party social media pages. As a result, we may receive information about you when you choose to post or otherwise share information about our Services. We may use such information about you in a variety of ways, including to

administer the Services and enhance your experience with the Services, and to communicate with you about the Services and new offerings or activities associated with the Services. We may keep all of this information for as long as it is desired by Ohai for the purpose it was originally collected.

How We Use Your Personal Data

We may use your Personal Data for the following purposes:

1. **To provide and personalize our Services.** We use your Personal Data to provide and personalize our Services. For example, we use and analyze your information to tailor our Services to your specific needs, such as personalizing the content and features you see when using our Services, and developing algorithms to help us execute on your requests more efficiently.
2. **Shopping recommendations and product links.** If you request product recommendations, gift ideas, or assistance locating items for purchase, we may process the content of your request to provide relevant suggestions. In some cases, Human Assistants may review portions of your interactions to help identify suitable products or retailers. These Human Assistants may use your information only to support or improve the service. Some recommendations may include links to third-party retailers and may contain affiliate identifiers. If you click such a link, we may earn a commission from the retailer. We do not share your personal data with retailers for affiliate purposes. When you visit a retailer's website, your interactions with that website are governed by the retailer's own privacy policies.
3. **Email analysis & event extraction.** If you connect your email account to the Service, we use the email content we access to identify and extract information relevant to your personal schedule, such as appointments, reservations, deadlines, and similar commitments. We may store copies of certain emails or attachments so that you can review the underlying details for clarity or verification. Human Assistants may review a subset of emails to ensure correctness and improve model performance.
4. **To understand, troubleshoot, and fix issues with our Services.** We may use your Personal Data – such as feedback you provide or bugs that you report to us – to identify and troubleshoot issues, training our support specialists, and ensure our Services are working properly.
5. **To evaluate and develop new features, technologies, and improvements to our Services.** We use your Personal Data to better understand how you use our Services and to develop new features and technologies that we think might benefit our users.
6. **To communicate with you.** We use your Personal Data to communicate with you, provide customer service, respond to your communications and requests, and contact you about your use of our Services. For example, Ohai may send you messages or other notifications about the status of your requests. We may also contact you about changes to your account, such as confirmation of payment, upcoming subscription renewals, or cancellations.
7. **To promote our Services.** We will occasionally send you news about features, upgrades, and promotional offers related to our Services that may be of interest to you. These communications may be by various methods, including email, in-product notifications, and push notifications. Please see the "Your preferences and privacy rights" section below to learn how to set or change your communications preference.
8. **To protect you, others, and our business.** We use your Personal Data to protect you, others, and our business, including (a) detecting, investigating, and preventing spam,

fraud, and other abusive behavior; (b) enforcing our Terms of Service and other policies; and (c) protecting our systems from malware and other security risks.

9. **To comply with our legal obligations and law enforcement requests.** Our Services are subject to certain laws and regulations which may require us to process or reveal your Personal Data. For example, we may process your Personal Data to fulfill our contractual obligations with third parties; establish, exercise, defend legal claims, or respond to requests from law enforcement.
10. **For our internal business purposes.** We may also use your Personal Data for our internal business purposes, such as conducting business planning and analysis, auditing, reporting, forecasting and to enforce or apply our Terms of Service and other agreements you have entered into with us. We may also use the Personal Data we collect in either an identifiable or an anonymized form (independent of any personal identifiers) for purposes including the following (among other things), as is necessary:
 - to administer the Services and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve the Services and to customize the content you see on the Services;
 - as part of our efforts to keep the Services safe and secure;
 - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; and
 - to do internal research on our Services visitors' interests and behaviors to better understand and serve our customers.
11. **To carry out your instructions.** We may also use your personal data for other purposes to which you have consented.
12. **To respond to your inquiries.** We will use your Personal Data to provide you with the information, products and services that you request from us.
13. **To verify that you qualify as an authorized user of our Services.** We may use your Personal Data to verify that you are an authorized user of our sites and Services.
14. **Limits on Use of Your Google User Data:** Notwithstanding anything else in this Privacy Notice, if you provide Ohai access to your Google data, our use of that data will adhere to the [Google API Services User Data Policy](#) and Limited Use Policy and will be subject to these restrictions, as required by Google:
 - We will only use our access to read, write, or modify your Google data to perform the specific services that you request from us (for example, scheduling or canceling an event on your calendar, looking for free time on your calendar), and we will not transfer the Google data to others unless doing so is necessary to perform such services, comply with applicable law, or as part of a merger, acquisition, or sale of assets.
 - We will not use this Google data for serving advertisements.
 - We will not allow humans to read the Google data unless doing so is necessary to perform the services or tasks that you've requested of our specialists or guides, doing so is necessary for security purposes such as investigating abuse, to comply with applicable law, or for our internal operations and even then only when the data have been aggregated and anonymized.

14A. Limits on use of your email data (Gmail & Outlook). If you connect your Gmail or Outlook account, our access to your email content is governed by the Google API Services User Data Policy, including the Limited Use requirements, and by Microsoft's applicable API and data use policies. These policies require strict limitations on how we may access, use, store, or share your email data.

Accordingly:

- We will only access or use your email content to provide the specific services you request, such as identifying relevant events, organizing information, or presenting details to you.
- We will not use your email content to serve advertisements or for ad targeting.
- We will not transfer your email content to third parties except as necessary to provide the Services, comply with applicable law, or as part of a merger, acquisition, or sale of assets.
- We will not allow humans to read your email content except where necessary to provide or improve the Services, to investigate abuse, to comply with applicable law, or for internal operations, and only when the data has been aggregated and anonymized.
- We will not use your email content to build profiles for purposes other than providing the Services.

These limitations apply in addition to the other protections described in this Privacy Notice.

Information You Provide About Others

The content you choose to share in our service, including information stored in your contacts, may include personal information of others. If you choose to share other information with someone else through a feature we offer, we will use the personal information you provide (for example, the name, email, telephone number and address of a recipient) to fulfill your request, please ensure that you have the consent of such persons to do so.

Who We Share Your Data With

We will not share, rent, sell or otherwise disclose any Personal Data that we collect about you through our Services, except that we may share your data with the following third parties to provide, protect, improve, and promote our Services:

1. **Ohai service providers.** We may share your Personal Data with third-party service providers working on behalf of Ohai to do things like provide customer support, IT services, payment processing and fulfillment of services requested.
2. **Ohai Partners and third-party merchants.** We may disclose Personal Data that we collect about you to our third-party contractors and payment processors who perform services for us in connection with the Services, or to complete or confirm a transaction or series of transactions that you conduct with us. We may share data when you initiate a request for a specific event or events. We may also send event summaries to third-party AI platforms we interact with to help us summarize your events. We may also disclose Personal Data to service providers or suppliers if the disclosure will enable that party to perform business, professional or technical support for us. Collectively, these merchants are the "Ohai Partners". We will share your data only to help execute a request you have

initiated. Each Ohai Partner has their own privacy or similar-type policy which will either (a) be presented to you for acceptance prior to your use of their services or (b) is listed below or in the Terms of Service. To receive certain benefits of using our Services, you may be required to accept the privacy policies of our Ohai Partners, including those listed below. Ohai is not responsible for the information collected by Ohai Partners. We do not share your Personal Data with retailers when providing shopping recommendations or affiliate links. If you choose to visit a retailer's website, your interactions with that retailer are governed by the retailer's own privacy policy.

Ohai Partners include the following:

- a. Stripe.com Privacy Policy – <https://stripe.com/privacy>:
- b. [OpenAI privacy policy](#) – The following data is shared with OpenAI:

Google Calendar Data	Ohai Data	Google Contact Data
Title: The name of the event	ID: Internal event ID	Contacts' first names
Description: The value in the description field of the event	Account Type: Internal flag for work or personal calendar	Contacts' email addresses
Location: The value in the location field	Related Children HM IDs: Internal household member IDs for children related to the event	Contacts' telephone numbers
Start: Start time of event	Adult HM ID Pickup: Internal IDs for the person picking up	
End: End time of event	Adult HM ID Dropoff: Internal member IDs for the person dropping off	
Provider ID: The ID of event in Google API		
Attendee emails: List of attendees' email addresses		

3. **Other users of the Services.** If you choose to provide feedback about a Ohai Partner, we may share your feedback with other Services users so that they can make more informed decisions about who they choose to work with on their requests. We may also share aggregated and anonymized data about how you and other users have used the Services.

4. **Advertising partners.** We work with advertising partners to deliver more relevant ads and promotional messages to you related to our Services, which may include interest-based advertising, contextual advertising, and generic advertising displayed on other websites or services. In doing so, we may process and share your Personal Data with our advertising partners to evaluate the effectiveness of our own advertising and deliver ads that are more relevant to your interests or preferences. We list advertising or analytics partners in this Privacy Notice only when they receive Personal Data through tracking technologies, pixels, SDKs or similar tools used on our Services. Running ads on an external platform alone does not constitute data sharing.
5. **Law enforcement and the public interest.** We may disclose your data to third parties if we determine, at our sole discretion, that such disclosure is reasonably necessary to: (a) comply with a legal obligation under applicable law or respond to valid legal process or appropriate government request; (b) protect any person from death or serious bodily injury; (c) prevent fraud or abuse of the Services, or other members; (d) protect Ohai's rights, property, safety, or interest; or (e) perform a task carried out in the public interest.
6. **Parties in connection with a corporate transaction.** We may share your Personal Data with third parties in connection with a corporate transaction, such as a merger, sale of all or a portion of company assets or shares, reorganization, change of control, or acquisition of all or a portion of our business by another company. In the event of a corporate transaction, Ohai will continue to ensure the confidentiality of your Personal Data and will give you reasonable notice before your Personal Data is shared with a third party or becomes subject to a different privacy policy.
7. **With your consent.** There may be circumstances where we will share information about you with third parties at your request.

We may also use your Personal Data to generate de-identified and/or aggregated data, which we may use and share for any lawful purpose. For example, we may share your Personal Data on a de-identified or aggregated basis with Ohai Partners, Ohai business partners, and academic researchers so they can understand general trends about our Services and its users.

Retention and Deletion of Your Data

We will delete your Personal Data upon your written request for such deletion. We may also delete your Personal Data after you stop using the Services but we are not obligated to delete Personal Data until you request such deletion in writing. Please note that we may retain some information if necessary to comply with our legal obligations, prevent fraud, assist in investigations, resolve disputes, enforce our agreements, pursue legitimate business purposes or if such information is routinely retained in our computer archiving systems.

Children

If you are under the age of 13, please do not use or access the Services in any way. It is not our intention to, and we will not knowingly collect or use, any Personal Data from anyone under the age of 13. If we become aware that we have collected any Personal Data from anyone under the age of 13, we will promptly delete such information from our databases.

Your Preferences and Privacy Rights

You can control how you receive the following communications from us:

- **Email marketing** - You can stop receiving marketing emails from us by clicking on the "unsubscribe" link provided at the bottom of each marketing email, or by opting out of them on your Account Settings page. Note that you may not opt out of services-related emails (e.g., information about your subscription, orders, changes to your account, updates to our Terms or this Privacy Notice, and technical and security notices). If you are having difficulty unsubscribing using the above methods, please contact us directly at the email or phone number listed in the "[Contact](#)" section below. Please allow ample time for us to process your request. However, please note that even if you opt out from receiving marketing emails, we will send you service-related communications and may need to keep information we have collected about you for record-keeping, research and other purposes.
- **Text messages** - By providing your mobile phone number to request our Services, you consent to receiving transactional, informational, and account-related text messages from us and acknowledge that you are responsible for all messaging and data charges that may apply. SMS opt-in will not be shared or sold to other parties. You may opt out of receiving text messages at any time by replying STOP. After opting out, you will receive one final confirmation text.
- **Cookies** - You can disable the use of cookies by modifying your browser settings, but note that this may limit your ability to use our Services. However, you may opt out of personalized advertisements on some mobile applications by following the instructions for [Android](#), [iOS](#) and [others](#). You can find information on how to exercise control over cookies in our [Cookie Policy](#).
- **Interest-based advertising** - You can visit the Network Advertising Initiative's Consumer [Opt-Out link](#), or the Digital Advertising Alliance's Consumer [Opt-Out link](#) to opt out of receiving tailored advertising from companies that participate in these programs. To opt out of Google Analytics for Display Advertising or customize Google Display Network ads, you can visit the [Google Ad Settings](#) page. Please note that if you choose to opt out, you may still see advertisements from us, but these ads will not be as relevant to you. If you delete your cookies or use a different browser or mobile device, you may need to renew your opt-out choices exercised through the DAA tool.
- **Mobile device notifications** - We may send you push notifications through our mobile app. You may opt out of receiving these notifications by changing the settings on your mobile device. With your consent, we may also collect precise location-based information via our mobile app. You may opt out of this collection by changing the settings on your mobile device.

You may also have a right to control your Personal Data and how it's collected, used, and shared. In accordance with applicable law, you may have the following rights:

- **The right to access or know** - the right to be informed of, and request access to, Personal Data we process about you.
- **The right to rectification** - the right to request that we amend or update your Personal Data where it is inaccurate or incomplete.
- **The right to erasure** - the right to request that we delete your Personal Data.
- **The right to restrict processing** - depending on the processing activity, you have a right to ask that we stop processing all or some of your Personal Data.
- **The right to object** - depending on the processing activity, you have a right to ask that we stop or limit processing your Personal Data.

- **The right to take your data elsewhere** - the right to request a copy of your Personal Data in electronic format and transmit it for use with another service provider.
- **The right to withdraw your consent** - the right to withdraw previously-given consent.

If you would like to exercise your rights over your Personal Data, please contact Ohai at Support@ohai.ai. Note that we may require additional information to verify your identity and may deny your request if we're unable to do so.

Third-Party Websites and Services

Our Services may contain links to websites and services that are owned or operated by third parties. While we try to link only to websites that share our standards and respect for privacy, Ohai is not responsible for the privacy practices or content of such websites and services. Any Personal Data you provide to these third-party websites and services is at your own risk. We encourage you to read the applicable privacy policies and terms and conditions of such parties or websites.

Affiliate Links

Some product recommendations may include affiliate links. These links direct you to third-party retailer websites, and the retailer may receive standard technical information from your browser when you visit their site. We may earn a commission when you make a purchase through these links, but we do not share your Personal Data with retailers for this purpose.

Security

To help protect the privacy of data you transmit through our Services, where Personal Data is requested, we use technology designed to encrypt the information that you input before it is sent to us. In addition, we use reasonable physical, electronic and administrative safeguards to help protect the security, integrity and confidentiality of user data we collect against unauthorized access, misuse or disclosure. However, you should keep in mind that the Services are run on software, hardware and networks, any component of which may, from time to time, require maintenance or experience problems or breaches of security beyond our control. Please also be aware that despite our best intentions and the guidelines outlined in this Privacy Notice, no data transmission over the Internet or encryption method can be guaranteed to be 100% secure and therefore you use our Services at your own risk.

While we take steps to protect your Personal Data and keep it secure, you also play a role in protecting your information. You can help to maintain the security of your online transactions by not sharing your account and Personal Data and your password with anyone. You agree to accept responsibility for all activities that occur under your account or password. You agree to notify us immediately of any unauthorized use of your account or any other breach of security. We reserve the right to refuse service, terminate accounts, or remove or edit content at our sole discretion.

Notice to California Residents

Under California law, a California resident with whom we have an established relationship has the right to request certain information with respect to the types of Personal Data we have shared with third parties for the direct marketing purposes of those third parties, and the identities of those third parties, within the immediately preceding calendar year, subject to certain exceptions. California residents who have an established relationship with Ohai may tell us not to share their Personal Data with third parties for marketing purposes. To opt out, you may contact us at any time as described below in the [Contact](#) section.

Notice to European Residents

For individuals within the European Economic Area (EEA) and the United Kingdom (UK) only. “**Personal Data**” as used in this section means any information that enables us to identify you either, directly or indirectly. Where Ohai processes Personal Data about you, such information is controlled by Ohai, which is headquartered in Delaware, USA.

We process your Personal Data for purposes described in this Privacy Notice where we have a legal basis under applicable European Union (EU) and UK data protection law. We will store your Personal Data, in a form that permits us to identify you, for no longer than is necessary for the purpose for which the Personal Data is processed.

Subject to applicable law, in certain circumstances you may have the right to (a) request access to any Personal Data we hold about you and related information, (b) obtain without undue delay the rectification of any inaccurate Personal Data, (c) request that your Personal Data is deleted provided the Personal Data is not required for our compliance with a legal obligation under EU, Member State or UK law or for the establishment, exercise or defense of a legal claim, (d) prevent, object to, or restrict processing of your Personal Data, except to the extent processing is required for the establishment, exercise or defense of legal claims; and (e) request transfer of your Personal Data directly to a third party where this is technically feasible. To make a request please email us at Support@ohai.ai and provide your name, address, telephone number, and relationship to our company. We will verify your identity before responding for your security.

We will generally ask for your consent in line with the applicable law before sending you direct marketing communications related to third-party products and services. You can choose to stop receiving direct marketing communications from us at any time by following the “unsubscribe” link at the bottom of any promotional email.

Where you believe that we have not complied with our obligations under this Privacy Notice or EU, Member State or UK law, we ask that you contact us first to see if we can resolve the issue. However, you may have the right to lodge a complaint with an EEA or UK Data Protection Authority, such as the UK Information Commissioner’s Office.

Please note that you are not generally obliged to provide us with any Personal Data. However, if you choose not to provide us with Personal Data, we may be unable to offer our Services to you.

Access from Outside the United States

If you access the Services from outside of the United States, information that we collect about you may be transferred and stored on servers inside so called “third countries” where laws regarding data protection may be less stringent than the laws in your country (such as the

United States). Where your Personal Data is transferred to such third countries, we will ensure that an appropriate safeguard has been implemented to ensure a continued level of protection of Personal Data. For more information, or to obtain a copy of the relevant safeguards, please contact us using the details below under "Contact".

Contact

If you have any questions about this Privacy Notice, please contact us at Support@ohai.ai or by mail at: Ohai.ai, Inc., 125 Church St., Suite 170, Pembroke, MA 02359.