



PRIVACY POLICY

Welcome to OurGov,

Advanced Civic Systems LLC (hereinafter also referred to as “**Company**”, “**OurGov**”, “**we**”, “**our**” or “**us**”) provides a platform designed to bridge the gap between local municipalities and their constituents and operates the OurGov mobile application (“**App**”), www.ourgov.ai (“**Website**”) and other OurGov services (collectively “**Services**”). This Privacy Policy (“**Policy**”) governs your visit to our App and explains how we collect, safeguard and disclose information that results from your use of our service.

We take your privacy very seriously. In this policy, we seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this policy that you do not agree with, please discontinue the use of our services immediately.

We use your data to provide and improve service. By using the service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this policy, the terms used in this policy have the same meanings as in our Terms of Services. Our Terms of Services govern all use of our service and together with the policy constitute your agreement with us.

If this Policy is modified in any way, it will be updated here. Regularly checking and reviewing this page ensures that you are updated on the information that may be collected, used and shared with other parties. If we believe that the modifications are material, we will notify you of the changes by posting a notice on the App, or emailing you at the email address provided to us by you, and as we may deem appropriate. What constitutes a material change will be determined by us, at our sole and absolute discretion. In this policy “**you**”, “**your**” or “**users**” refers to the users of the App.



WHAT INFORMATION DO WE COLLECT?

The personal information you disclose to us.

We may collect personal information that you voluntarily provide to us when you register on the App, express an interest in obtaining information about us or our products and services or otherwise when you contact us.

The personal information that we may collect depends on the context of your interactions with us and the App, the choices you make and the products and features you use. The personal information we collect may include the following:

Personal Information Provided by you.

We collect first name; last name; phone number and email addresses. We may also collect additional information in order to provide relevant and effective services.

Information automatically collected.

When you access our App, we, our service providers and our partners may automatically collect information about you, your mobile device, and your activity on our App. Typically, this information includes your computer or mobile device operating system type and version number, manufacturer and model, device identifier, browser type, screen resolution, IP address, state or geographic area; and information about your use of and actions on or in our App, such as pages or screens you accessed, how long you spent on a page or screen, navigation paths between pages or screens, information about your activity on a page or screen, access times, and length of access.

The information we collect includes:

- **Log and Usage Data.** Log and usage data is service-related, diagnostic usage and performance information our servers automatically collect when you access or use our App which we record in log files. Depending on how you interact with us, this log data may include your IP address, device information, browser type and settings and information about your activity on the App (such as the date/time stamps associated with your usage,



pages and files viewed, searches and other actions you take such as which features you use), device event information (such as system activity, error reports (sometimes called 'crash dumps') and hardware settings).

- **Device Data.** We collect device data such as information about your computer, phone, tablet or other devices you use to access the App. Depending on the device used, this device data may include information such as your IP address (or proxy server), device application identification numbers, location, browser type, hardware model internet service provider and/or mobile carrier, and operating system configuration information.
- **Location Data.** We collect information data such as information about your device's location, which can be either precise or imprecise. How much information we collect depends on the type of settings of the device you use to access the App. For example, we may use GPS and other technologies to collect geolocation data that tells us your current location (based on your IP address). You can opt out of allowing us to collect this information either by refusing access to the information or by disabling your Locations settings on your device. Note, however, that if you choose to opt-out, you may not be able to use certain aspects of the services.

HOW DO WE USE YOUR INFORMATION?

We use personal information collected via our App for a variety of purposes described below. We process your personal information for these purposes in reliance on our legitimate interests, in order to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below.

We use the information we collect or receive:

- **To manage accounts:** We may use your information for the purposes of managing the account and keeping it in working order.
- **Deliver our services:** We may use your information to deliver our services.



- **Facilitate accurate agency lookups and service requests based on the location of an issue:** Location data, such as GPS information, can be used to accurately direct users to the appropriate government agencies or services based on their geographical location. This ensures that users receive relevant and timely assistance.
- **Provide agencies with insights to enhance their services and responsiveness:** The data collected can be analyzed to provide valuable insights to government agencies. These insights can help agencies improve their services and responsiveness to better serve the public.
- **To send administrative information to you.** We may use your personal information to send you product, service and new feature information and/or information about changes to our terms, conditions, and policies.
- **To protect our Services.** We may use your information as part of our efforts to keep our App safe and secure (for example, for fraud monitoring and prevention).
- To enforce our terms, conditions and policies for legitimate purposes, to comply with legal and regulatory requirements or in connection with our contract.
- **To respond to legal requests and prevent harm.** If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.
- **To respond to user inquiries/support.** We may use your information to respond to your inquiries and solve any potential issues you might have with the use of our services.

WILL YOUR INFORMATION BE SHARED WITH ANYONE?

We may process or share the data that we hold based on the following legal basis:

- **Consent:** We may process your data if you have given us specific consent to use your personal information for a specific purpose.



- **Legitimate Interests:** We may process your data when it is reasonably necessary to achieve our legitimate interests.
- **Legal Obligations:** We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal processes, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- **Vital Interests:** We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.

WHAT IS OUR STANCE ON THIRD-PARTY WEBSITES?

The App may use third-party services and may have links to other websites. We cannot guarantee the safety and privacy of the data you provide to any third parties. Any data collected by third parties is not covered by this Policy. We are not responsible for the content or privacy and security practices and policies of any third parties, including other websites, services or applications that may be linked to or from the App. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

WE HEREBY DISCLAIM LIABILITY FOR, ANY INFORMATION, MATERIALS, PRODUCTS, OR SERVICES POSTED OR OFFERED AT ANY OF THE THIRD-PARTY SITES LINKED TO THIS APP. BY CREATING A LINK TO A THIRD-PARTY WEBSITE, WE DO NOT ENDORSE OR RECOMMEND ANY PRODUCTS OR SERVICES OFFERED OR INFORMATION CONTAINED ON THAT WEBSITE, NOR ARE WE LIABLE FOR ANY FAILURE OF PRODUCTS OR SERVICES OFFERED OR ADVERTISED AT THOSE SITES. SUCH A THIRD PARTY MAY HAVE A PRIVACY POLICY DIFFERENT FROM THAT OF



OURS AND THE THIRD-PARTY WEBSITE MAY PROVIDE LESS SECURITY THAN THIS SITE.

HOW LONG DO WE KEEP YOUR INFORMATION?

We will only keep your personal information for as long as it is necessary for the purposes set out in this policy unless a longer retention period is required or permitted by law. No purpose in this policy will require us to keep your personal information for longer than the period of time in which users have an account with us.

When we have no ongoing legitimate need to process your personal information, we will either delete or anonymize such information, or, if this is not possible, then we will securely store your personal information and isolate it from any further processing until deletion is possible.

HOW DO WE KEEP YOUR INFORMATION SAFE?

We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security, and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, the transmission of personal information to and from our App is at your own risk. You should only access the App within a secure environment.

YOUR DATA PROTECTION RIGHTS UNDER CALIFORNIA CONSUMER PRIVACY ACT (CCPA)/ CALIFORNIA PRIVACY RIGHTS ACT (CPRA).

“Shine the Light” and “Eraser” Laws: Residents of the State of California may request a list of all third parties to which we have disclosed certain information during the preceding year for those third parties' direct marketing purposes.



California Consumer Privacy Act (CCPA)/California Privacy Rights Act (CPRA): The CCPA, as amended by the CPRA, provides California residents and/or their authorized agents with specific rights regarding the collection and storage of their personal information.

Your Right to Know: California residents have the right to request that we disclose the following information to you about our collection and use of your personal information over the past twelve (12) months. We may ask you to provide certain information to identify yourself so that we may compare it with our records in order to verify your request. Upon verification, we will disclose to you:

- The categories of personal information we have collected about you.
- The categories of sources for the personal information we have collected about you.
- The specific pieces of personal information we have collected about you.
- The categories of third parties to whom we have sold or shared your personal information if any, and the categories of personal information that we have shared with each third-party recipient.

Your Right to Opt-Out of Sale or Sharing of Personal Information: California residents have the right to opt-out of the sale of their personal information by submitting a request as directed on the homepage of our App or by contacting us using the information in the “Contact Us” section below. Please note that we do not knowingly sell the personal information of any individuals under the age of 18.

Where we are sharing your personal information with third parties for the purposes of cross-context behavioral advertising or profiling, you may opt-out of such sharing at any time by submitting a request as directed on the homepage of our App or by contacting us using the information in the “Contact Us” section below.

Your Right to Limit Use of Sensitive Personal Information: California residents have the right to request that we limit our use of any sensitive personal information to those uses which are



necessary to perform the Services or for other specifically enumerated purposes under the CCPA, as amended by the CPRA.

Your Right to Delete: California residents have the right to request that we delete any of the personal information collected from you and retained by us, subject to certain exceptions. We may ask you to provide certain information to identify yourself so that we may compare it with our records in order to verify your request. Once your request is verified and we have determined that we are required to delete the requested personal information in accordance with the CCPA, we will delete, and direct our third-party service providers to delete, your personal information from their records. Your request to delete personal information that we have collected may be denied if we conclude it is necessary for us to retain such personal information under one or more of the exceptions listed in the CCPA.

Your Right to Correct: Under the CCPA, as amended by the CPRA, California residents have the right to request that we correct any inaccurate personal information we maintain about you, taking into account the nature of the personal information and the purposes for which we are processing such personal information. We will use commercially reasonable efforts to correct such inaccurate personal information about you.

Non-Discrimination: You will not receive any discriminatory treatment by us for the exercise of your privacy rights conferred by the CCPA.

Verifying Your Request: Only you, or a person that you authorize to act on your behalf, may make a request related to your personal information. In the case of access and deletion, your request must be verifiable before we can fulfil such a request. Verifying your request will require you to provide sufficient information for us to reasonably verify that you are the person about whom we collected personal information, or a person authorized to act on your behalf. We will only use the personal information that you have provided in a verifiable request in order to verify your request. We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority. Please note that we may charge a reasonable fee or refuse to act on a



request if such request is excessive, repetitive or manifestly unfounded. To exercise these rights, please contact us at the contact information mentioned in the “**Contact Us**” clause.

YOUR DATA PROTECTION RIGHTS UNDER THE LAWS OF OTHER STATES IN THE USA.

1. Nevada

- a. If you are a resident of Nevada, you have some additional rights:
 - i. We do not sell your covered information, as defined under Chapter 603A of the Nevada Revised Statutes.

2. Virginia

- a. If you are a resident of Virginia, you have some additional rights:
 - i. If we deny your rights request, you have the right to appeal that decision. We will provide you with the necessary information to submit an appeal at that time.
 - ii. You have the right to opt out of targeted advertising.
 - iii. You have the right to opt out of profiling in furtherance of decisions that produce legal or similarly significant effects concerning the consumer.

3. Colorado

- a. If you are a resident of Colorado, you have some additional rights:
 - i. If we deny your rights request, you have the right to appeal that decision. We will provide you with the necessary information to submit an appeal at that time.
 - ii. You have the right to opt out of targeted advertising.



- iii. You have the right to opt out of profiling in furtherance of decisions that produce legal or similarly significant effects concerning the consumer.

4. Connecticut

- a. If you are a resident of Connecticut, you have some additional rights:
 - i. If we deny your rights request, you have the right to appeal that decision. We will provide you with the necessary information to submit an appeal at that time.
 - ii. You have the right to opt out of targeted advertising.
 - iii. You have the right to opt out of profiling in furtherance of decisions that produce legal or similarly significant effects concerning the consumer.

HOW DO WE PROTECT CHILDREN’S PRIVACY?

In compliance with the Children's Online Privacy Protection Act ("COPPA"). We do not knowingly collect personally identifiable information from Children below the age of 13 (“**Child**” or “**Children**”) without the consent of the parents or legal guardian. If you become aware that a Child has provided us with Personal Data without the parent's or legal guardian's consent, please contact us. If we become aware that we have collected Personal Data from Children, we take steps to remove that information from our servers.

DO WE MAKE UPDATES TO THIS NOTICE?

We may update this privacy notice from time to time. The updated version will be indicated by an updated “Last updated” date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.



CONTACT US

After reviewing this policy, if you have any additional questions, concerning this Privacy Policy, please contact us by sending an email to support@ourgov.ai by adding the word “Privacy” in the subject line.

Effective Date: October 13, 2023

Last Updated: October 13, 2023