

turbopuffer Privacy Policy

Last Updated: June 17, 2024

This Privacy Policy describes the types of personal information that turbopuffer Inc. (“turbopuffer,” “we,” “our,” and/or “us”) collects, uses, and discloses from individuals who use our website, including www.turbopuffer.com, and our services that link to this Privacy Policy (collectively, “Services”). By using our Services, you agree to the collection, use, disclosure, and procedures described in this Privacy Policy. Beyond the Privacy Policy, your use of our Services is also subject to our [Terms of Service](#).

Personal Information We Collect

We may collect a variety of personal information from or about you or your devices from various sources, as described below.

A. Personal Information You Provide to Us

Registration and Account Information. If you register to use our Services, we ask you for your name, email address, address, phone number, title, company affiliation, your organization or personal website address, username, and password. We may also collect any optional content you provide to us. If you sign up using a third-party account, we will also receive information from those third-party accounts such as your name, email address, gender, and profile photo.

Invitations. If you invite another user to our Services, we will collect their email address.

Communications. If you contact us directly, we may receive additional information about you, such as your name, email address, mailing address, phone number, business contact information, the contents of a message or attachments that you may send to us, and other information you choose to provide. If you subscribe to our updates, then we will collect certain information from you, such as your email address and Slack URL. When we send you emails, we may track whether you open them to learn how to deliver a better customer experience and improve our Services.

Searches. The Services allow you to submit text, vectors, or other materials to the Services (“Inputs”). If you include personal information in your Inputs, we will collect that information and this information may be reproduced in the Outputs.

Surveys. When you participate in our surveys, we ask you for your name, email address, company name, and phone number.

Careers. If you decide that you wish to apply for a job with us, you may submit your contact information and your resume to careers@turbopuffer.com. We will collect the information you choose to provide on your resume, such as your education and employment experience. You

may also apply through third-party services. If you do so, we will collect the information you make available to us on the third-party services.

Payment Information. If you make a purchase through our Services, your payment-related information, such as billing name, company name, billing address, credit card, or other financial information, is collected by our third-party payment processor on our behalf.

B. Personal Information We Collect When You Use Our Services

Location Information. When you use our Services, we may receive your location information (for example, your IP address may indicate your general geographic region).

Device Information. We receive information about the device and software you use to access our Services, including IP address, web browser type, operating system version, phone carrier and manufacturer, application installations, device identifiers, mobile advertising identifiers, and push notification tokens.

Usage Information. To help us understand how you use our Services and to help us improve it, we automatically receive information about your interactions with our Services, such as the pages or other content you view and the dates and times of your visits.

Information from Cookies and Similar Technologies. We and our third-party partners collect information using cookies, pixel tags, or similar technologies. Cookies are small text files containing a string of alphanumeric characters. We may use both session cookies and persistent cookies. A session cookie disappears after you close your browser. A persistent cookie remains after you close your browser and may be used by your browser on subsequent visits to our Services.

Please review your web browser's "Help" file to learn how you may modify your cookie settings. Please note that if you delete or choose not to accept cookies from our Services, you may not be able to utilize the features of our Services to their fullest potential.

How We Use the Personal Information We Collect

We use the personal information we collect:

- To provide, maintain, improve, and enhance our Services;
- To understand and analyze how you use our Services, verify the accuracy and performance of our services, and develop new products, services, features, and functionality;
- To communicate with you, provide you with updates and other information relating to our Services, provide information that you request, respond to comments and questions, and otherwise provide support;
- For marketing and advertising purposes, such as developing and providing promotional

- and advertising materials that may be relevant, valuable or otherwise of interest to you;
- To generate anonymized, de-identified, or aggregated data for any lawful purposes;
 - To find and prevent fraud and abuse, and respond to trust and safety issues that may arise;
 - For compliance purposes, including enforcing our Terms of Service or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency; and
 - For other purposes for which we provide specific notice at the time the information is collected.

Personal information is never trained on or fed to any model that may be used by any other user.

How We Disclose the Personal Information We Collect

Partners and Affiliates. We may disclose any information we receive to our current or future affiliates for any of the purposes described in this Privacy Policy.

Vendors and Service Providers. We may disclose any information we receive to vendors and service providers retained in connection with the operation of our Services.

Analytics Partners. We use analytics services to collect and process certain analytics data. These services may also collect information about your use of other websites, apps, and online resources.

As Required By Law and Similar Disclosures. We may access, preserve, and disclose your information if we believe doing so is required or appropriate to comply with law enforcement requests and legal process, such as a court order or subpoena, respond to your requests, or protect your, our, or others' rights, property, or safety.

Merger, Sale, or Other Asset Transfers. We may transfer your information to service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a corporate transaction in which we are acquired by or merged with another company or we sell, liquidate, or transfer all or a portion of our assets.

Consent. We may also disclose your information with your permission.

Your Choices

Location Information. You can prevent your device from sharing precise location information at any time through your device's operating system settings.

Marketing Communications. You can unsubscribe from our promotional emails by following the opt-out or the instructions provided in the emails or by emailing us at privacy@turbopuffer.com. Even if you opt out of receiving promotional messages from us, you will continue to receive

administrative messages from us.

Do Not Track. There is no accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

Third Parties

Our Services may contain links to other websites, products, or services that we do not own or operate. We are not responsible for the privacy practices of these third parties. Please be aware that this Privacy Policy does not apply to your activities on these third-party services or any information you disclose to these third parties. We encourage you to read their privacy policies before providing any information to them.

Security

We make reasonable efforts to protect your information by using security measures designed to safeguard the information we maintain. However, because no electronic transmission or storage of information can be entirely secure, we can make no guarantees as to the security or privacy of your information.

Children's Privacy

We do not knowingly collect, maintain, or use personal information from children under 13 years of age, and no part of our Services is directed to children. If you learn that a child has provided us with personal information in violation of this Privacy Policy, then you may alert us at privacy@turbopuffer.com.

International Visitors

Our Services is hosted in the United States (“**U.S.**”) and intended for visitors located within the U.S. If you choose to use our Services from the European Union or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your personal information outside of those regions to the U.S. for storage and processing. We may also transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating our Services. By providing any information, including personal information, on or through our Services, you consent to such transfer, storage, and processing.

Changes to this Privacy Policy

We will post any updates to this Privacy Policy on this page, and the revised version will be effective when it is posted. If we make a material update, we may notify you of such update by through our Services (including our website), by email, or other means.

Contact Information

If you have any questions, comments, or concerns about our processing activities, please email us at privacy@turbopuffer.com.