



Chargebee: Subscriptions App

PRIVACY NOTICE

Effective: July 11, 2022

CHARGELEE INC. is committed to protecting your privacy. This privacy policy applies to those who access and use the *Chargebee: Subscriptions* application, available in the Shopify marketplace, which is owned and operated by CHARGELEE INC. ("we", "us" or "our"). This privacy policy describes how Chargebee collects, uses and shares the personal information You provide to Us. It also describes the choices available to you regarding the use of, your access to, and how to update and correct your personal information. The use of information collected through our products and services shall be limited to the purpose of providing the products and services for which you have contracted with Chargebee. If there are any questions regarding this privacy policy, the practices of this website or your dealings with this website, you may contact us at privacy@chargebee.com or the address mentioned below.

By accessing or using the Services or Websites or authorizing or permitting any User or End-Customer to access or use the Services or Websites, you are agreeing to this Privacy Policy. If you are using our Services for an organization, you are accepting this privacy policy on behalf of that organization and in this privacy policy, "you" or "your" refers to that organization. If you do not have such authority, or if you do not accept this privacy policy, you should not access or use the *Chargebee: Subscriptions* application, the Services and/or the Websites.

We also have a dedicated data protection officer who may be contacted in relation to any privacy or data protection issues through the above email address (privacy@chargebee.com).

Key Terms of Privacy Policy:

- **Who is covered by this Policy?**

Anyone who accesses or uses the *Chargebee: Subscriptions* application, as well as customers, excluding end users of the subscription management application.

Please note that use of this application is not allowed for individuals who are under the age of 18 years.

- **What Information do we collect?**

Depending on who you are and how we are serving you, we may collect information including full name, email, phone number, address, billing address, payment details, and other information provided by a customer through the application, if any.

- **How do we use this information?**

To provide customer service and support; to conduct analysis and statistical reporting; to provide you the services; and to periodically contact you for transactional as well as marketing purposes.

- **Who else may access this information?**

In addition to authorized Chargebee personnel who may access your information for the purposes discussed in this policy, some of our third party vendors may also have access to your information (listed in the *Chargebee: Subscriptions* Data Processing Addendum). Vendors of the sub-processors may also have access to your information.

- **Do we use Cookies?**

No.

- **How can you exercise your rights as a data subject?**

Most rights can be exercised by contacting us at privacy@chargebee.com. Data portability requests may be directed to our support staff at support@chargebee.com.



- **How will we keep you informed of changes to this Policy?**

We periodically review this Policy and will endeavor to notify you of any changes by email. However, please continue to check this page for updates.

What information do we collect?

We collect personal and non-personal information from you when you set up, access, and/or use the application and/or configure your details.

This refers to:

- **General Information:**
First Name, Last Name, and Email
- **Billing Information:**
First Name, Last Name, Email, Phone Number, Billing Address, and Shipping Address.
- **Credit Card Information:**
First Name, Last Name, Payment Details (Last 4 digits of Payment Method and Payment Address).
- **Custom Fields:**
Any other personal information, if stored by customer in the course of business.

On what basis do we collect your information?

In most cases, we collect your information on the basis of your desire to use our application. Therefore, our processing in many cases occurs on the basis of your consent or the need to perform a contract that we may have with you. However, in addition to collection on the basis of consent, there are other bases on which we may collect or process your information. These are as follows:

- We collect and also store your personal data as part of our legal obligation for business accounting and tax purposes such as in relation to record-keeping, compliance, disputes, and filings.
- We will occasionally send you product updates where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests.
- On the basis of your opt-in, we will send you updates related to events, webinars, blogs and other marketing and promotional activities where we have assessed that it is beneficial to you as a customer and in our interests.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- **To improve customer service**
In the context of customer support your information helps us to more effectively respond to your customer service requests.
- **To process transactions**
Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, other than for the express purpose of delivering the requested product or service requested.
- **To send periodic emails**
The email address you provide in the application, may be used to send you information and updates pertaining to your usage, in addition to receiving occasional company news, updates, related product or service information, etc.

You as a data subject have the right to opt out of (a) disclosures of your personal information to third parties not identified at the time of collection or subsequently authorized, and (b) uses of personal information for purposes materially different from those disclosed at the time of collection or subsequently authorized. To exercise this right, please reach out to support@chargebee.com.



How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Transport Layer Security (TLS) technology and then stored into our database to be only accessed by those authorized with special access rights to our systems, and are required to keep the information confidential. If you have any questions about the security of your personal information, you can contact us at privacy@chargebee.com.

Personal data we collect is stored on infrastructure provided by AWS within the United States. AWS implements and maintains industry-leading security standards. You can read more about AWS and its security features on their webpage.

Do we share any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personal information. We will share your personal information with third parties only in the ways that are described in this privacy policy and only subject to such measures as required under applicable data protection laws for data transfers. However, to the extent applicable, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

- **Service Providers**

We may provide your personal information to companies that provide services to help us with our business activities such as offering customer service, analyzing data and compiling reports, or processing your payment. These companies are authorized to use your personal information only as necessary to provide these services to us.

- **Legal Obligations**

We may also disclose your personal information as required by law, such as to comply with a subpoena or similar legal process when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request. If Chargebee is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our website, of any change in ownership, uses of your personal information, and choices you may have regarding your personal information. We may also disclose your personal information to any other third party with your prior consent.

User Access and Choice

Upon request Chargebee will provide you with information about whether we hold any of your personal information. You may access, correct, request deletion of your personal information, or withdraw provided consent by logging in to your account or by contacting us at privacy@chargebee.com.

You may also contact us to confirm if we are processing any information relating to you. We will respond to your request within a reasonable timeframe.

- **Data Retention**

We will retain your information as needed to provide you services. Once your relationship with Chargebee is terminated, we will delete any personal information we hold within a period of 120 days from date of termination. Even if you cease use of the application, we will still retain and use your information as necessary to comply with our legal obligations, financial/audit requirements, to resolve disputes, and enforce our agreements. However, we will identify your account in our database as "deleted" or "closed". The extent to which Shopify stores, possesses or retains your data is governed by Shopify's policies and any agreements between you and Shopify. Chargebee does not control or have access to such data.

- **Opt-out Preferences**

We may use your name and email address which you have opted-in to send periodic emails to you of both promotional and transactional in nature. Out of respect for your privacy, you may choose to stop receiving promotional emails by following the unsubscribe instructions included in these emails or you can contact us at privacy@chargebee.com.



- **Data Portability**

Upon request, we will endeavor to provide you with a complete copy of your personal data held or processed by us in a structured, commonly accepted, and machine-readable format. We have provided this as a part of service to download required data whenever needed by the customer themselves.

We will also send you service related email announcements on rare occasions when it is necessary to do so. For instance, if our service is temporarily suspended for maintenance, we might send you an email. You do not have an option to opt out of these emails, which are not promotional in nature.

Third party links

Occasionally, at our discretion, we may include links to our merchant partners (third party products or services) in our application. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Terms and Conditions

Please also visit our *Chargebee: Subscriptions* Terms of Service establishing the use, disclaimers, and limitations of liability governing the use of our application.

Information Related to Data Collected through our Products and Services

- **Information Related to Data Collected for our Customers:**

Chargebee collects information under the direction of its customers, and has no direct relationship with the individuals whose personal data it processes. If you are a customer of one of our customers and would no longer like to be contacted by one of our customers that use our service, please contact the customer of ours that you interact with directly. We may transfer personal information to companies that help us provide our service. Transfers to subsequent third parties are covered by the service agreements with our customers.

- **Access and Retention of Data Controlled by our Customers:**

Chargebee acknowledges that you have the right to access your personal information. Chargebee has no direct relationship with the individuals whose personal data it processes. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate data should direct his query to Chargebee's customer (the data controller). If requested to remove data we will respond within a reasonable timeframe. We will retain your information as needed to provide you services. Once your relationship with Chargebee is terminated, we will delete any personal information we hold within a period of 120 days from date of termination. Even if you close your account with Chargebee, we will still retain and use your information as necessary to comply with our legal obligations, financial/audit requirements, to resolve disputes, and enforce our agreements. However, we will identify your account in our database as "deleted" or "closed". The extent to which Shopify stores, possesses or retains your data is governed by Shopify's policies and any agreements between you and Shopify. Chargebee does not control or have access to such data.

Your Consent

By using our application, you consent to this privacy policy.

Changes to our Privacy Policy

We may update this privacy policy to reflect changes to our information practices. If we make any material changes we may notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

Contacting Us

If there are any questions regarding this privacy policy, the practices of this website or your dealings with this website, you may contact us using the information below:

Chargebee Inc.



340 S Lemon Avenue, #1537

Walnut, California 91789, USA

privacy@chargebee.com

Contact details of the EU representative:

CHARGE BEE B.V.

Piet Heinkade 55

1019GM Amsterdam

Netherlands

privacy@chargebee.com

Privacy Notice for California Residents

This section provides additional details about the personal information we collect about California consumers and consumers' rights under the California Consumer Privacy Act ("**CCPA**"). This section applies only to California residents and their personal information we collect as a Business (as defined in the CCPA).

1. Collection of Personal Information. The categories of personal information we have collected in the twelve (12) months prior to the Effective Date and that we may collect include:

- **A)** Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, a device identifier; an Internet Protocol address; cookies, beacons, pixel tags, mobile ad identifiers or similar technology; customer number, unique pseudonym or user alias; telephone numbers, or other forms of persistent or probabilistic identifiers that can be used to identify a particular consumer or device;
- **B)** Signature, physical characteristics or description, telephone number, state identification card number, insurance policy number, employment, employment history, bank account number, credit card number, debit card number or any other financial information, medical information or health insurance information;
- **C)** Internet or other electronic network activity information, including, but not limited to, browsing history, search history and information regarding a consumer's interaction with an internet website, app or advertisement.
- **D)** Geolocation data;
- **E)** Audio, electronic, visual, thermal, olfactory or similar information.

We collect this personal information for business purposes as described in the "What do we use your information for?" section of our general privacy policy above.

2. Disclosure of Personal Information. We have disclosed the categories of personal information listed in clause 1 above for a business purpose in the twelve (12) months prior to the Effective Date and may disclose such personal information to service providers who support our business provided they do not sell such personal information or retain, use or disclose such information for any purpose other than for the specific purpose of performing the services specified in our contract with them. We do not sell (as the term is defined in the CCPA) the personal information We collect, including personal information of minors under sixteen (16) years of age, and will not sell it without providing a right to opt out. We have not sold (as the term is defined in the CCPA) any personal information in the twelve (12) months prior to the Effective Date.

3. Your Rights. You have certain rights, subject to certain limitations under applicable law, with respect to your personal information, including:

- **a)** The right to request disclosure of details of personal information collected;
- **b)** The right to request disclosure of information sold (as defined in the CCPA);
- **c)** The right to deletion of your personal information;
- **d)** The right to "opt out" of any sale (as defined in the CCPA), if such sale occurs;
- **e)** The right not to be discriminated against for exercising your rights under CCPA.



California consumers may make a request pursuant to their rights under the CCPA by contacting us at ccpa@chargebee.com or *via* mail to our postal address set forth above. We will verify your request using the information associated with your account, including e-mail address and/or Government identification. We will let you know if we need additional information to verify your identity. Consumers may also designate an authorized agent to exercise these rights on their behalf.

4. Where we are a service provider. We may also act as a service provider (as the term is defined in the CCPA). When we act as a service provider, including by providing our services to another company that you interact with, we follow the instructions of the company that engaged us as a service provider and you should directly contact that company if you have any questions or would like more details on how your personal information is processed by that company.