

# Privacy Policy

## Last Updated

January 20, 2024

Thank you for choosing to be a part of our community at Levo Financial, Inc., doing business as Superpowered AI (“Superpowered”, “Superpowered.ai”, “we”, “us”, or “our”). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about this privacy notice, or our practices with regards to your personal information, please contact us at [support@superpowered.ai](mailto:support@superpowered.ai). This Privacy Policy describes our practices with respect to Personal Information we collect from or about you when you use our website (“website”, “site”, “Application”) and services (collectively, “Services”).

## INFORMATION WE COLLECT

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

We automatically collect certain information when you visit, use or navigate the Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, activity and movement within the Application, and information about how and when you use our Services and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make and the products and features you use. Like many businesses, we also collect information through cookies and similar technologies. The personal information we collect may include the following:

- **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 Services and 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 in the Services (such as name, email address, the date/time stamps associated with your usage, pages viewed 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). Activity and movement data is collected through session recordings within the App and are used to

identify bugs and enhance the user experience. Sensitive information such as login credentials are not recorded.

- **Device Data.** We collect device data such as information about your computer, phone, tablet or other devices you use to access the Services. Depending on the device used, this device data may include information such as your IP address (or proxy server), device and application identification numbers, location, browser type, hardware model Internet service provider and/or mobile carrier, operating system and system configuration information.
- **Location Data:** We collect location 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 and settings of the device you use to access the Services. For example, we may use GPS and other technologies to collect geolocation data that's tells us your correct location (based on your IP address) so that you may search nearby resources that pertain to the Services.
- **Communication Information:** If you communicate with us, we may collect your name, contact information, and the contents of any messages you send.

We automatically collect certain information when you visit, use or navigate the Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, and information about how and when you use our Services and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

## **USER CONTRIBUTIONS AND DATA INTEGRATION FOR AI MODELS**

At Superpowered AI, we hold our privacy and data security in the highest regard. This policy is designed to provide you with transparent insights into the handling of your personal information, specifically addressing how user contributions and data are utilized to enhance our AI models.

It's essential to understand that the language models, including Large Language Models (LLMs), utilized in our services are developed by third-party entities. These models are trained on diverse datasets, but we want to be clear that we do not use customer data to train these models. Your information remains exclusively dedicated to providing you with our services and is not integrated into the creation or training of these models.

We work with trusted third-party entities such as Amazon Web Services ("AWS"), Pinecone Systems Inc. ("Pinecone"), OpenAI L.L.C. ("OpenAI"), and Anthropic, PBC ("Anthropic"). These parties have access to knowledge base contents integral to our services. It's important to clarify that no other third parties have access to this knowledge base content. This includes any file uploads within a user's Superpowered AI account and model instructions controlling LLM prompts.

## HOW WE USE YOUR INFORMATION

We never use your data to train models.

We use personal information collected via our Services for a variety of business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests, in order to enter 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 user accounts.** We may use information we collect to provide, administer, maintain, improve and/or analyze the Services.
- **To post testimonials.** We may post testimonials on our Services that may contain personal information. Prior to posting a testimonial, we will obtain your consent to use your name and the content of the testimonial. If you wish to update, or delete your testimonial, please contact us at [support@superpowered.ai](mailto:support@superpowered.ai) and be sure to include your name, testimonial location, and contact information.
- **Request feedback.** We may use your information to request feedback and to contact you about your use of our Services.
- **To send administrative information to you.** We may use your personal information to send you product, service and new features 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 Services safe and secure (for example, for fraud monitoring and prevention).
- **To enforce our terms, conditions and policies for business purposes, to comply with legal and regulatory requirements.**
- **To respond to legal requests and prevent harm.** If we receive a subpoena or other legal requests, we may need to inspect the data we hold to determine how to respond.
- **To deliver services to the user.** We may use your information to provide you with the requested Services.
- **To respond to user inquiries/offer support to users.** 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 your 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 business interests.
- **Performance of a contract:** Where we have entered into a contract with you, we may process your personal information to fulfill the terms of our contract.
- **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 process, 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 safety of any person and illegal activities, or as evidence in litigation in which we are involved.

## HOW YOUR DATA IS PROTECTED

We use AWS as our cloud provider. All data is encrypted at rest and in transit. Access to cloud services are protected with 2FA and “least-privilege” IAM roles.

We have implemented appropriate technology 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, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

## DO WE COLLECT INFORMATION FROM MINORS?

We do not knowingly solicit data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 years old or that you are the parent or guardian of such a minor and consent to such minor dependent’s use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at [support@superpowered.ai](mailto:support@superpowered.ai).

## **ACCESS AND CORRECT INFORMATION**

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than the period of time in which users have an account with us.

You may request data deletion subject to any legal and regulatory requirements.

## **LINKS TO OTHER WEBSITES**

The Service may contain links to other websites not operated or controlled by Superpowered AI, including social media services (“Third-Party Sites”). The information that you share with Third-Party Sites will be governed by the specific privacy policies and terms of service of the Third-Party Sites and not by this Privacy Policy. By providing these links we do not imply that we endorse or have reviewed these sites. Please contact the Third-Party Sites directly for information on their privacy practices and policies.

## **DO CALIFORNIA RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?**

California Civil Code Section 1798.83, also known as the “Shine the Light” law, permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us using the contact information provided below.

If you are under 18 years of age, reside in California, and have a registered account with a Service, you have the right to request removal of unwanted data that you publicly post on the Services. To request removal of such data, please contact us using the contact information provided below, and include the email address associated with your account and a statement that you reside in California. We will make sure the data is not publicly displayed on the services, but please be aware that the data may not be completely or comprehensively removed from all our systems (e.g. backups, etc.).

## **CCPA Privacy Notice**

The California Code of Regulations defines a “resident” as:

1. Every individual who is in the State of California for other than a temporary or transitory purpose and
2. Every individual who is domiciled in the State of California who is outside the State of California for a temporary or transitory purpose.

All other individuals are defined as “non-residents.”

If this definition of “resident” applies to you, we must adhere to certain rights and obligations regarding your personal information.

**What categories of personal information do we collect?**

We have collected the following categories of personal information in the past twelve (12) months:

| Category of Personal Information  | Disclosure of Personal Information   |
|---|--|
| A. Identifiers, such as your contact details  | We share this information with our third-party vendors, service providers, as well as with any parties involved in the transactions. |
| B. Your Account Login Credentials   | Account Login Credentials are stored only on AWS Cognito (our auth provider).  |
| C. Commercial information, such as your transaction history                             | We share this information with our third-party vendors, service providers, as well as with any parties involved in the transactions. |
| D. Network Activity Information, such as Content and how you interact with our Services | We share this information with our third-party vendors, service providers, as well as with any parties involved in the transactions. |
| E. Geolocation Data   | We share this information with our third-party vendors, service providers, as well as with any parties involved in the transactions. |

We may also collect other personal information outside of these categories instances where you interact with us in-person, online, or by phone or mail in the context of:

- Receiving help through our customer support channels;
- Participation in customer surveys or contests; and
- Facilitation in the delivery of our Services and to respond to your inquiries.

**How do we use and share your personal information?**

More information about our data collection and sharing practices can be found in this privacy notice.

You may contact us by email at [support@superpowered.ai](mailto:support@superpowered.ai), or by referring to the contact details at the bottom of this document.

If you are using an authorized agent to exercise your right to opt-out, we may deny a request if the authorized agent does not submit proof that they have been validly authorized on your behalf.

### **Will your information be shared with anyone else?**

We may disclose your personal information with our service providers pursuant to a written contract between us and each service provider. Each service provider is a for-profit entity that processes the information on our behalf.

We may use your personal information for our own business purposes, such as for undertaking internal research for technological development and demonstration. This is not considered to be “selling” of your personal data.

### **Your rights with respect to your personal data**

#### Right to request deletion of the data – Request to delete

You can ask for the deletion of your personal information. If you ask us to delete your personal information, we will respect your request and delete your personal information, subject to certain exceptions provided by law, such as (but not limited to) the exercise by another consumer of his or her right to free speech, our compliance requirements resulting from a legal obligation or any processing that may be required to protect against illegal activities.

#### Right to be informed – Request to know

Depending on the circumstances, you have a right to know:

- Whether we collect and use your personal information;
- The categories of personal information that we collect;
- The purposes for which the collected personal information is used;
- Whether we sell your personal information to third parties;
- The categories of personal information that we sold or disclosed for a business purpose;
- The categories of a third parties to whom the personal information was sold or disclosed for a business purpose; and
- The business or commercial purpose for collecting or selling personal information.

In accordance with applicable law, we are not obligated to provide or delete consumer information that is de-identified in response to a consumer request or to re-identify individual data to verify a consumer request.

#### Right to Non-Discrimination for the Exercise of a Consumer’s Privacy Rights

We will not discriminate against you if you exercise your privacy rights.

#### Verification process

Upon receiving your request, we will need to verify your identity to determine you are the same person about whom we have the information in our system. These verification efforts require us to ask you to provide information so that we can match it with information you have previously provided for us. For instance, depending on the type of request you submit, we may ask you to provide certain information so that we can match the information you provide with the information we already have on file, or we may contact you through a communication method (e.g., phone or email) that you have previously provided to us. We may also use other verification methods as the circumstances dictate.

We will only use personal information provided in your request to verify your identity or authorize to make the request. To the extent possible, we will avoid requesting additional information from you for the purposes of verification. If, however, we cannot verify your identity from the information already maintained by us, we may request that you provide additional information for the purposes of verifying our identity, and for security or fraud-prevention purposes. We will delete such additionally provided information as soon as we finish verifying you.

#### Other Privacy Rights

- You may object to the processing of your personal data.
- You may request correction of your personal data if it is incorrect or no longer relevant, or ask to restrict the processing of the data.
- You can designate an authorized agent to make a request under the CCPA on your behalf. We may deny a request from an authorized agent that does not submit proof that they have been validly authorized to act on your behalf in accordance with the CCPA.
- You may request to opt-out from future selling of your personal information to third parties. Upon receiving a request to opt-out, we will act upon the request as soon as feasibly possible, but no later than 15 days from the date of the request submission.

To exercise these rights, you can contact us by email at [support@superpowered.ai](mailto:support@superpowered.ai), or by referring to the contact details at the bottom of this document. If you have a complaint about how we handle your data, we would like to hear from you.



## **MODIFICATIONS**

We may update this privacy notice from time to time. The updated version will be indicated by an updated “Revised” 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**

If you have questions or comments about this notice, you may email us at [support@superpowered.ai](mailto:support@superpowered.ai) or by post to:

**Superpowered AI**  
2223 S Highland Dr #E6 #176  
Salt Lake City, UT 84106  
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