

Scalable AI Inc. Privacy Policy

Last updated: June 23, 2026

Scalable AI Inc. ("Scalable," "we," "our" or "us") values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use and share information about you when you visit our website at getscalable.ai (the "Site") and when you interact with us in connection with our products and services (the "Services").

A note on Customer Data. When we provide the Services to a business customer, we process data from that customer's systems, including documents, records and ERP data, on that customer's behalf and under their direction. That data is "Customer Data" and is governed by our Terms of Service and any applicable Data Processing Agreement, not by this Privacy Policy. This Privacy Policy covers the personal information for which Scalable acts as the controller, such as information about website visitors, prospects, and the individual contacts at our customers and partners.

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1. Information We Collect

We collect information about you in several ways.

A. Information you provide to us

a. **Contact information.** When you sign up for our newsletter, request a demo, create an account or contact us, we may collect your name, email address, phone number and other contact details.

b. **Professional information.** When you engage with us for business purposes, we may collect your job title, company name, company size and other professional details.

c. **Payment information.** When you purchase a subscription, we may collect billing details. Payment card processing is handled by our third-party payment processor, and we do not store full payment card numbers ourselves.

d. **Communications.** When you correspond with us by email, phone or other means, we may keep a record of that correspondence.

B. Information we collect automatically

a. **Usage information.** We collect information about your interactions with our Site, such as the pages you visit, the links you click and the search terms you use.

b. **Device information.** We collect information about the device you use to access our Site, including hardware model, operating system and version, IP address and browser type.

c. **Cookies and similar technologies.** We and our service providers use cookies and similar technologies to operate the Site, remember your preferences, analyze traffic and support our marketing. See Section 5.

C. Information from third parties

We may receive information about you from third parties, such as data enrichment providers, lead sources, event partners and our business partners, and we may combine it with information we already hold.

2. How We Use Your Information

We use the information we collect to:

a. provide, maintain and improve our Site and Services; b. process transactions and send related information, including confirmations and invoices; c. communicate with you, including responding to inquiries and sending promotional messages where permitted; d. personalize your experience and show content relevant to your interests; e. analyze usage trends and measure the effectiveness of our marketing; f. protect the security and integrity of our Site and Services and prevent fraud or abuse; and g. comply with legal obligations and protect our rights and the rights of others.

3. We Do Not Use Your Data to Train AI Models

We do not use your personal information, and we do not use any Customer Data, to train, fine-tune, develop or improve any artificial intelligence or machine learning model, whether our own or any third party's, except as needed to perform the Services for the customer to whom that data belongs. We do not sell your personal information. Where the Services rely on third-party AI model providers, we configure those providers, where available, so that data sent to them is not retained beyond what is needed to return a result and is not used to train their models. This commitment is described further in our Terms of Service.

4. How We Share Your Information

We may share your information with:

- a. **Service providers and subprocessors.** We share information with third parties that perform services on our behalf, such as providers of payment processing, analytics and email delivery. These providers are permitted to use the information only to perform services for us.
 - b. **Business partners.** We may share information with our business partners for joint marketing or other business purposes, subject to applicable law.
 - c. **Legal and compliance.** We may disclose information to comply with applicable laws, regulations, legal process or governmental requests.
 - d. **Protection of rights.** We may disclose information to enforce our agreements and policies, protect our rights, property or safety, or prevent fraudulent or illegal activity.
 - e. **Business transfers.** We may disclose or transfer information in connection with a merger, acquisition, financing or sale of all or part of our business.
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5. Cookies and Tracking

Most browsers accept cookies by default. You can set your browser to remove or reject cookies, but this may affect the functionality of our Site. We use cookies and similar technologies for essential Site operation, analytics and marketing. When you visit or log in to our Site, cookies and similar technologies may be used by our data partners or vendors to associate your activity with other information about you, including by association with your email, and to deliver advertising. You can manage cookie preferences through your browser settings.

6. Data Security

We implement reasonable administrative, technical and physical measures designed to protect your information from unauthorized access, use or disclosure, consistent with the security practices described

in our Terms of Service. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Data Retention

We retain personal information for as long as needed to provide the Services, maintain our business relationship with you and fulfill the purposes described in this Privacy Policy. We may retain certain information where required for legal, security or legitimate business purposes, such as fraud prevention, compliance obligations or resolving disputes.

8. Your Choices and Privacy Rights

- a. **Marketing communications.** You may opt out of promotional emails by following the instructions in those emails. We may still send non-promotional messages, such as those about your account or our business relationship.
 - b. **Cookies.** You can manage cookies through your browser settings as described in Section 5.
 - c. **State privacy rights.** Depending on where you live, you may have rights to access, correct, delete or receive a copy of your personal information, or to opt out of certain processing or sharing. To exercise any of these rights, contact us using the details in Section 11. We will respond in accordance with applicable law and will not discriminate against you for exercising your rights.
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9. Data Deletion

To request deletion of your personal information, contact us at legal@getscalable.ai. Please include your name, the email address associated with your account and a description of your request. We will respond within a reasonable timeframe and in accordance with applicable law. We may retain certain information where required for legal, security or legitimate business purposes.

10. Children's Privacy

Our Site and Services are not directed to individuals under the age of 18, and we do not knowingly collect personal information from anyone under 18. If we become aware that we have collected personal information from a child, we will take steps to delete it.

11. International Users and Data Location

We are based in the United States, and we store and process information in the United States. If you access the Site or Services from outside the United States, you understand that your information may be transferred to, stored and processed in the United States, where data protection laws may differ from those in your jurisdiction.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make significant changes, we will notify you by email, if you have provided your email address, or by posting a notice on our Site. Your continued use of the Site and Services after the changes take effect will be subject to the updated policy.

Contact

If you have questions or concerns about this Privacy Policy, please contact us at:

Scalable AI Inc.

Grand Rapids, MI

Email: legal@getscalable.ai