

# Privacy Policy

## I. Introduction

Welcome to the Privacy Policy for C9 Super Intelligence and SuperHumanX. This document outlines how we collect, use, and protect your personal information when you use our services, including SuperHumanX. By accessing or using our services, including SuperHumanX, you agree to adhere to the terms outlined herein.

## II. Understanding C9 Super Intelligence's Privacy Policy

At C9 Super Intelligence, we prioritize your privacy while delivering exceptional productivity tools through SuperHumanX. Our Privacy Policy aims to:

- 1. Enhance Productivity:** SuperHumanX uses advanced NLP technology and a smart interface to provide tailored insights and data, ensuring you can ask anything and uncover precise information that boosts team efficiency.
- 2. Focus on What Matters:** With SuperHumanX's sleek and intuitive interface, our AI delivers personalized insights and timely data, allowing you to concentrate on critical decision-making and escape the ordinary.
- 3. Transform Data into Visual Artistry:** SuperHumanX converts your team's data into sophisticated graphs and charts, seamlessly integrating and revealing insights that tell the story of your staff's productivity, aiding impactful decisions.

By adhering to our Privacy Policy, we ensure your data is securely handled, maintaining the integrity and confidentiality necessary to support your success with SuperHumanX.

## III. The Business Relationship between Entities: "C9 Super Intelligence", the "Consumer", and the "Organization"

This section outlines the business relationship between C9 Super Intelligence, referred to as "we," "us," "our," "the company," "the data controller," "the admin," and "the people who are the only authorized to handle data," and our consumers and organizational clients.

## **C9 Super Intelligence**

Our business operates from 5608 17th Ave. NW #766, Seattle, WA 98107, USA. We provide advanced productivity tools through our product, SuperHumanX, to enhance business and personal efficiency.

## **Consumer**

The "consumer" refers to any individual, group of people, or business entity that enters into a formal business relationship with C9 Super Intelligence through an official contract or agreement. The consumer:

- May reside anywhere globally, provided it is a valid location.
- Uses our services for work or personal purposes, ensuring ethical advantages.
- Is not under 13 of age and possesses the legal capacity to enter into binding agreements.
- Is knowledgeable about our privacy notice, terms and conditions, and understands the purpose and use of C9 Super Intelligence and its product, SuperHumanX.

## **Organization**

The "organization" refers to the employer or company associated with the individual consumer. This entity:

- Must have a valid global location and operate a legitimate business.
- Utilizes C9 Super Intelligence and/or SuperHumanX for work-related purposes, as agreed upon with the individual consumer.
- Is recognized as knowledgeable about our privacy notice, terms and conditions, and understands the purpose and functionalities of C9 Super Intelligence and SuperHumanX.

## **Responsibilities and Rights**

Both parties have specific responsibilities and rights:

### **C9 Super Intelligence:**

- **Responsibilities:** We are responsible for providing reliable and secure services, safeguarding consumer data, and ensuring that our practices comply with legal and ethical standards.
- **Rights:** We reserve the right to update our services and policies as necessary to maintain compliance and improve functionality.

**Consumer:**

- **Responsibilities:** You are responsible for using our services appropriately, maintaining the confidentiality of your account information, and adhering to our terms and conditions.
- **Rights:** You have the right to access and use our services as agreed, as well as to expect your data to be handled securely and ethically.

**Organization:**

- **Responsibilities:** The organization is responsible for ensuring that its employees use our services in accordance with our terms and conditions, maintaining the confidentiality of all account information, and ensuring that their use of our services is for legitimate business purposes.
- **Rights:** The organization has the right to expect reliable service, data security, and adherence to all agreed terms. The organization also has the right to receive support and updates as necessary to facilitate the effective use of our services.

By engaging in a business relationship with C9 Super Intelligence, the consumer acknowledges and agrees to the terms outlined in this document. This ensures a clear understanding of each party's roles and responsibilities, fostering a trustworthy and productive partnership.

## IV. Your Rights as the User

As a valued user of C9 Super Intelligence and our product SuperHumanX, you have specific rights designed to empower you in managing your data and your interaction with our services. Here are your key rights:

**1. Right to Access:**

**For the Consumer:** You have the right to access your data through the SuperHumanX chat interface. By interacting with SuperHumanX, you can obtain a comprehensive report of your data in various formats such as tables, graphs, plots, or text. You can ask SuperHumanX questions related to your data, and it will generate the information in your preferred format.

Some data collected from you may be negotiable, while other data may be mandatory, depending on the agreement between your organization (employer/company) and you, as both parties agreed to utilize SuperHumanX. We offer these negotiations because we value the needs of your organization and yours. C9 Super Intelligence guarantees the confidentiality, security, and use of your data solely for the recognized purposes agreed upon between you, your employer/company, and us. Furthermore, you have the right to access the latest advancements in C9 Super Intelligence and SuperHumanX, provided you agree to incorporate these updates into the service you use.

**For the Organization:** The organization has the right to access the consumer's data, provided it is used professionally for work purposes only. The organization can access data through the SuperHumanX chat interface and receive comprehensive reports in their preferred format, whether tabular, graph, plot, or text. They can ask work-related and professional questions using the chat. The organization has the right to determine which data is mandatory to be collected by C9 Super Intelligence from the consumer, as long as it is work-related and agreed upon by both parties. The organization also has the right to access the latest developments in C9 Super Intelligence and SuperHumanX, provided they are receptive to such updates.

## **2. Right to Update:**

**For the Consumer:** You have the right to choose whether you want to update to new versions of SuperHumanX or remain with your current version. Additionally, you have the right to be informed about the latest developments in C9 Super Intelligence and SuperHumanX, and you can decide if you want to adopt these updates. You can select which updates, tools, and AI-related features you wish to incorporate as you continue to use the services of C9 Super Intelligence.

**For the Organization:** The organization has the right to choose whether they want to update SuperHumanX to new versions or maintain the current version. They also have the right to stay informed about the latest developments in C9 Super Intelligence and SuperHumanX and can decide to implement these updates. The organization can select which updates, tools, and AI-related features to adopt as they continue to use the services of C9 Super Intelligence.

### **3. Right to Delete:**

**For the Consumer:** You have the right to request the deletion of your data, which will become permanently irretrievable if you terminate your business relationship, service agreement, or contract with SuperHumanX. Both your organization (company/employer) and you have the right to decide which data should be deleted even while the service agreement with C9 Super Intelligence is active, provided these decisions are mutually agreed upon.

**For the Organization:** The organization has the right to request the deletion of all data collected from both the organization and the consumer once they decide to terminate their business relationship with C9 Super Intelligence. They also have the right to select which data to delete during an ongoing contract, provided these deletions are agreed upon with the individual to whom the data belongs and are work-related and professional.

By recognizing and exercising these rights, you help us ensure a transparent and trustworthy relationship, empowering you to make informed decisions about your data and your engagement with C9 Super Intelligence and SuperHumanX.

## **V. Data Privacy Rights**

At C9 Super Intelligence, we prioritize your privacy and the protection of your data. Here is an overview of how we handle your data:

### **1. How C9 Super Intelligence Collects Data:**

When you use our product, SuperHumanX, data is collected and transmitted to C9 Super Intelligence. This data collection occurs through your interactions with the app, such as asking questions, generating reports, and utilizing various features. The data collected includes, but is not limited to, user inputs, preferences, interaction history, and any other relevant information necessary to provide and enhance our services.

### **2. How C9 Super Intelligence Stores Data:**

C9 Super Intelligence takes the security and privacy of your data seriously. For American customers, data is stored within the United States. For European Union (EU) customers, data is stored within the EU. For customers residing outside the US and EU, data is stored securely, ensuring compliance with the data privacy laws applicable in their jurisdictions. Our storage solutions are designed to protect your data against unauthorized access, loss, or misuse.

### **3. How C9 Super Intelligence Uses Data:**

The data collected is used solely to revolutionize work productivity, tailored to meet the needs of the consumer or the requirements agreed upon between the consumer and their organization. This includes:

- Generating tailored insights and reports.
- Enhancing the functionality and user experience of SuperHumanX.
- Providing timely and relevant data to support critical decision-making.
- Improving and updating our services based on user feedback and interactions.

C9 Super Intelligence ensures that all data usage aligns with the recognized purposes and agreements established with our consumers and their organizations. We do not sell or share your data with third parties without your explicit consent, except as required by law.

## **VI. Data Security**

At C9 Super Intelligence, we prioritize the security and privacy of your data. Here is an overview of our data security practices:

### **1. Who Has Access to Data:**

C9 Super Intelligence is the data controller and the only entity authorized to access your data. Your data is accessed through the services provided by C9 Super Intelligence, including SuperHumanX. Consumers and organizations interact with and access their data exclusively through our service interface.

### **2. Disclosure of the Information We Collect and Receive:**

The main types of information we collect and receive include, but are not limited to:

- Personal information
- Window titles
- Screens
- Keystrokes
- Mouse events (clicks and moves)
- Other relevant information

By using SuperHumanX, you acknowledge and understand its ability to collect data from your computer. However, we prioritize confidentiality and assure you that C9 Super Intelligence will not share or sell your data. We are committed to maintaining the highest standards of data security and privacy.

### **3. How Is Data Being Protected:**

SuperHumanX prioritizes data security and privacy by employing industry-leading encryption methods to safeguard your data. Our systems are regularly audited to ensure compliance with the highest security standards. We adhere to strict privacy policies to guarantee that your information remains confidential and secure. Our data protection measures include:

- Advanced encryption techniques
- Regular security audits
- Strict access controls

### **4. Data Loss Prevention:**

We adhere to global standards of Data Loss Prevention (DLP) to ensure data privacy across different regions. C9 Super Intelligence recognizes and complies with privacy protection laws specific to various regions, including:

- General Data Protection Regulation (GDPR): For European consumers
- California Consumer Privacy Act (CCPA): For California consumers
- Health Insurance Portability and Accountability Act (HIPAA): For US healthcare organizations
- Trusted Information Security Assessment Exchange (TISAX): For the European automotive industry
- Personal Data Protection Act (PDPA): For Singaporean consumers
- Personal Information Protection Act (PIPA): For South Korean consumers
- Other Regional Data Privacy/Protection Laws: Ensuring compliance with local privacy protection laws for consumers from other regions

By complying with these regulations, we ensure that your data is protected according to the highest standards of privacy and security applicable in your region.

At C9 Super Intelligence, we are dedicated to safeguarding your data. Our comprehensive security measures, strict privacy policies, and adherence to global data protection standards ensure that your information remains confidential and secure.

## VII. Data Collection Period

This section outlines the duration during which C9 Super Intelligence collects and processes data, starting from the initiation of services and continuing throughout the agreed service period. It includes details about data retention in compliance with legal requirements, data deletion upon contract termination, and agreements for data retention beyond the service period.

- 1. Data Collection During App Usage:** Data is collected only during the usage of our app. This means that we gather information while you are actively using our services and interacting with the app. Once you stop using the app, data collection ceases immediately. This ensures that your privacy is maintained outside of your active engagement with our platform.
- 2. Processing During Agreed Service Period:** Personal data collected by C9 Super Intelligence will be processed only during the agreed period of service as outlined in the contract between C9 Super Intelligence and the organization, consumer, or client.
- 3. Legal Requirements:** C9 Super Intelligence will retain data beyond the agreed service period only if mandated by law. This retention will occur upon receiving an official request from the relevant legal authorities while the client is either still under contract or nearing its termination. This approach ensures that C9 Super Intelligence remains compliant with legal obligations and provides data retention in accordance with legal requirements.
- 4. Data Deletion Upon Contract Termination:** Upon termination of the contract between C9 Super Intelligence and the consumer or organization, personal data will be deleted. C9 Super Intelligence holds no responsibility to retrieve or retain data on behalf of the organization or consumer once it exceeds the agreed service period. Therefore, C9 Super Intelligence shall not be held responsible if there is a need to retrieve data after the contract termination.
- 5. Data Retention Agreements:** If the organization or consumer requires data retention beyond the agreed service period, it must be explicitly stated in the contract. Both parties (C9 Super Intelligence and the organization/consumer) must agree on the years or period for data retention, and these agreements will be documented accordingly.



6. **Data Security:** C9 Super Intelligence will maintain appropriate security measures to protect personal data during the data collection period and any agreed-upon data retention period.
7. **Updates to Data Collection Period:** Any changes or updates to the data collection period will be communicated to the organization or consumer in a timely and transparent manner.

## **VIII. Disclosure of Data to Third Parties**

When a decision is made to share or invite a third party to access C9 Super Intelligence or SuperHumanX, it is important to note that we bear no responsibility for the practices of such third parties. Your information will be shared only with your explicit consent for such sharing.

We may share your data or information with the administrators or authorized personnel within C9 Super Intelligence, strictly limited to individuals recognized by C9 Super Intelligence, and solely for the purpose of providing services to our clients.

In cases where legal obligations require the sharing of your data, we will comply with applicable laws and regulations.

Should the disclosure of your information become necessary to exercise our rights or fulfill legal obligations, we will do so in accordance with the law.

In situations where sharing your information is essential and consented to by you, we will share only the necessary data. We ensure confidentiality, data security, and adherence to the agreed-upon purposes between you, the third party, and C9 Super Intelligence.

## **IX. Consumer's or Organization's Right to Complaint**

This section delineates the process through which consumers or organizations can lodge complaints regarding data handling or privacy concerns with C9 Super Intelligence.

- 1. Right to Complaint:** If the consumer and/or organization believes that C9 Super Intelligence has violated any data privacy or information processing standards, they have the right to raise a complaint directly to C9 Super Intelligence. The focus of this process is to listen to the concerns raised and work towards a mutually agreeable resolution. Any resolution reached must be in agreement between the consumer and/or organization and C9 Super Intelligence. To initiate this process, the consumer and/or organization should contact C9 Super Intelligence.
- 2. Dispute Resolution:** In the event that, despite reaching an agreed resolution, the consumer and/or organization still finds the issue unresolved, they have the right to seek professional assistance in resolving the matter. This may involve mediation, where the primary goal is to reach agreements facilitated by a mediator, or arbitration, where a neutral decision-maker, an arbitrator, is involved in making a final decision. Both C9 Super Intelligence and the consumer and/or organization are expected to understand and comply with the decision made by the arbitrator.
- 3. Penalizing for Information Processing:** Should the need for legal actions arise even after exhausting dispute resolution methods, C9 Super Intelligence will comply with legal obligations. This may include representing the interests of the consumer and/or organization or defending the interests of C9 Super Intelligence in legal proceedings.

## **X. Waiver**

This section clarifies that the failure of either party, C9 Super Intelligence or the consumer/organization, to exercise or enforce any rights or provisions outlined in the privacy policy does not constitute a waiver of such rights or provisions. It affirms that all rights and remedies remain available to the parties unless expressly waived in writing.

### **C9 Super Intelligence's Rights:**

**Failure to Enforce:** The failure of C9 Super Intelligence to enforce any provision of this Privacy Notice shall not constitute a waiver of such provision or any other provisions. C9 Super Intelligence reserves the right to enforce these provisions at any time.

## **Consumer and Organization's Rights:**

**Failure to Exercise Rights:** The failure of the consumer and/or organization to exercise any right or provision under this Privacy Notice shall not constitute a waiver of such right or provision.

## **XI. Changes to this Policy**

C9 Super Intelligence reserves the right to modify parts or the entirety of this Privacy Policy at any time to ensure continued compliance with evolving legal standards and best practices in data privacy and security.

We are committed to transparency and will announce any updates or changes to the Privacy Policy related to C9 Super Intelligence and its product, SuperHumanX, through our official website and official communication channels only.

It is important to note that while C9 Super Intelligence will notify you of these changes, it is also the responsibility of the consumer or the organization to stay informed and understand these updates.

Any changes to this Privacy Policy will become valid once posted. Please be aware that only C9 Super Intelligence has the authority to make changes to its Privacy Policy.

For clarifications, questions, or concerns regarding changes to this Privacy Policy, C9 Super Intelligence, or SuperHumanX, consumers, or organizations are encouraged to contact us directly.

For general inquiries beyond the Privacy Policy, you can always reach out to C9 Super Intelligence through our official communication channels.

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