

## Samply Privacy Policy

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Thank you for using Samply! Here we describe how we collect, use, and handle your personal data when you use our websites, software, and services (“**Services**”).

### What & Why

We collect and use the following information to provide, improve, protect, and promote our Services.

*Account information.* We collect, and associate with your account, the information you provide to us when you do things such as sign up for your account, upgrade to a paid plan, and set up two-factor authentication (like your name, email address, phone number, payment info, and physical address).

*Your Stuff.* Our Services are designed as a simple and personalized way for you to store your files, documents, photos, comments, messages, and so on (“**Your Stuff**”), collaborate with others, and work across multiple devices and services. To make that possible, we store, process, and transmit Your Stuff as well as information related to it. This related information includes your profile information that makes it easier to collaborate and share Your Stuff with others, as well as things like the size of the file, the time it was uploaded, collaborators, and usage activity.

*Usage information.* We collect information related to how you use the Services, including actions you take in your account (like sharing, editing, viewing, creating and moving files or folders). We use this information to provide, improve, and promote our Services, and protect Samply users.

*Device information.* We also collect information from and about the devices you use to access the Services. This includes things like IP addresses, the type of browser and device you use, the web page you visited before coming to our sites, and identifiers associated with your devices. Your devices (depending on their settings) may also transmit location information to the Services.

*Cookies and other technologies.* We use technologies like cookies and pixel tags to provide, improve, protect, and promote our Services. You can set your browser to not accept cookies, but this may limit your ability to use the Services. Due to a lack of an agreed-upon standard for interpreting Do Not Track (DNT) signals, our systems currently don’t respond to DNT:1 signals from browsers visiting our websites. We may also use third-party service providers that set cookies and similar technologies to promote Samply services.

*Marketing.* If you register for our Services, we will, from time to time, send you information about upgrades when permissible. Users who receive these marketing materials can opt out at any time. If you don’t want to receive a particular type of marketing material from us, click the ‘unsubscribe’ link in the corresponding emails.

*Bases for processing your data.* We collect and use the personal data described above in order to provide you with the Services in a reliable and secure manner. We also collect and use personal data for our legitimate business needs. To the extent we process your personal data for other purposes, we ask for your consent in advance or require that our partners obtain such consent.

For more details on the categories of personal information that are included in the information above, please contact us at [support@samplyaudio.com](mailto:support@samplyaudio.com).

### With Whom

*Others working for and with Samply.* Samply uses certain trusted third parties (for example, providers of customer support and IT services) for the business purposes of helping us provide, improve, protect, and promote our Services. These third parties will access your information to perform tasks on our behalf, and we'll remain responsible for their handling of your information per our instructions.

*Other users.* Our Services display information like your name, profile picture, device, email address, and usage information to other users you collaborate or choose to share with. When you register your Samply account with an email address on a domain owned by your employer or organization, we may help collaborators and administrators find you and your team by making some of your basic information—like your name, team name, profile picture, and email address—visible to other users on the same domain. This helps you sync up with teams you can join and helps other users share files and folders with you.

Certain features let you make additional information available to others.

*Other applications.* You can choose to connect your Samply account with third-party services—for example, via Samply APIs. By doing so, you're enabling Samply and those third parties to exchange information about you and data in your account so that Samply and those third parties can provide, improve, protect, and promote their services. Please remember that third parties' use of your information will be governed by their own privacy policies and terms of service.

*Law & Order and the Public Interest.* We may disclose your information to third parties if we determine that such disclosure is reasonably necessary to: (a) comply with any applicable law, regulation, legal process, or appropriate government request; (b) protect any person from death or serious bodily injury; (c) prevent fraud or abuse of Samply or our users; (d) protect Samply's rights, property, safety, or interest; or (e) perform a task carried out in the public interest.

## **How**

*User Controls.* Learn more about managing your account information generally by emailing [support@samplyaudio.com](mailto:support@samplyaudio.com).

*Retention.* When you sign up for an account with us, we'll retain information you store on our Services for as long as your account exists or as long as we need it to provide you the Services. If you delete your account, we'll initiate deletion of this information after 30 days. But please note: (1) there might be some latency in deleting this information from our servers and back-up storage; and (2) we may retain this information if necessary to comply with our legal obligations, resolve disputes, or enforce our agreements.

## **Where**

*Around the world.* To provide you with the Services, we may store, process, and transmit data in the United States and locations around the world—including those outside your country. Data may also be stored locally on the devices you use to access the Services.

Samply is subject to oversight by the U.S. Federal Trade Commission. JAMS is the US-based independent organization responsible for reviewing and resolving complaints about our Privacy Shield compliance—free of charge to you. We ask that you first submit any such complaints directly to us via [support@samplyaudio.com](mailto:support@samplyaudio.com). If you aren't satisfied with our response, please contact JAMS at <https://www.jamsadr.com/eu-us-privacy-shield>. In the event your concern still isn't addressed by JAMS, you may be entitled to a binding arbitration under Privacy Shield and its principles.

## **Your Control and Access of Your Data**

You have control over your personal data and how it's collected, used, and shared. For example, you can:

- *Delete Your Stuff in your Samply account.*

- *Change or correct personal data.* You can manage your account and the content contained in it, as well as edit some of your personal data, through your account settings.
- *Access and take your data elsewhere.* You can ask us for a copy of personal data you provided to us or that we've collected, the business or commercial purpose for collecting it, the types of sources we got it from, and types of third parties we've shared it with.
- *Object to the processing of your personal data.* Depending on the processing activity, you can request that we stop or limit processing of your personal data.

If you would like to submit a data access request, request that your personal data be deleted, or object to the processing of your personal data, please email us at [support@sampleaudio.com](mailto:support@sampleaudio.com).

*Sample as controller or processor.* Sample, Inc. acts as your service provider.

### **Changes**

If we're involved in a reorganization, merger, acquisition, or sale of our assets, your data may be transferred as part of that deal.

We may revise this Privacy Policy from time to time, and will post the most current version on our website. If a revision meaningfully reduces your rights, we will notify you.

### **Contact**

Have questions or concerns about Sample, our Services, and privacy? Contact us at [support@sampleaudio.com](mailto:support@sampleaudio.com). If we can't answer your question, you have the right to contact your local data protection supervisory authority.