

Skidaway Privacy Policy for Snowflake NativeApp

Your privacy is very important to us. The purpose of this policy is to inform you about how we handle information related to your use of the Skidaway NativeApp on the Snowflake platform.

What's Covered Under this Privacy Policy:

- This policy applies to the Skidaway NativeApp and all services offered by Skidaway, Inc. ("Skidaway", the "Company" "We", "Us", "Ours") within the Snowflake ecosystem.
- This policy covers how we treat Personal Information that we collect and receive. Personal Information is any information about you that is personally identifiable (like your name, email address, or phone number) and that is not commonly, publicly available.
- This policy does not apply to practices of companies that are not owned or controlled by us, including Snowflake, Inc., or to people who are not employed or managed by us.

Information: Collection & Usage

As a Snowflake NativeApp provider, Skidaway does not collect or have access to your proprietary Snowflake data. Our app operates within the Snowflake environment, adhering to Snowflake's robust security measures.

We may collect minimal non-personal information for the purposes of:

- Improving the functionality and performance of our NativeApp;
- Troubleshooting technical issues;
- Analyzing usage patterns to enhance user experience;
- Ensuring the technical functioning of our NativeApp and network;
- Fulfilling your requests for services, including the development of new features;
- Contacting you about service-related matters;
- Conducting research to improve our services;
- Providing anonymous reporting for customers, providers, or clients.

Cookies:

A cookie is a small file containing a string of characters that uniquely identifies your browser.

- When you visit our services, we may set and access cookies on your computer;
- If your browser is set to refuse all cookies, some features of our services may not function properly;
- We use cookies to improve the quality of our services by storing user preferences and tracking user trends;
- When you send email or other communication to us, we may retain those communications to process your inquiries, respond to your requests, and improve our services.

Disclosure and Use of Personal Information

Skidaway processes Personal Information only for the purposes for which it was collected and in accordance with this policy. We retain the right to review our data collection, storage, and processing practices to ensure that we only collect, store, and process the Personal Information needed to provide or improve our NativeApp services. We take reasonable steps to ensure that the Personal Information we process is accurate, complete, and current, but it is incumbent upon our users to update and/or correct their Personal Information whenever necessary.

Disclosing Personal Information

We do not rent, sell, or share Personal Information about you with other people or companies except when we have your explicit permission.

Notwithstanding the above, if we have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary, we may share your Personal Information under the following circumstances:

- To satisfy any applicable law, regulation, legal process, or enforceable governmental request;
- To enforce applicable Terms of Service, including investigation of potential violations thereof;
- To detect, prevent, investigate, or otherwise address fraud, security or technical issues;
- To protect against imminent harm to the rights, property or safety of Skidaway, its users, or the public, as required or permitted by law.

We may share certain pieces of aggregated, non-Personal Information, but that information shall not identify you individually.

If Skidaway becomes involved in a merger, acquisition, or any form of sale of any or all of its assets, we will provide notice to you before your Personal Information is transferred and becomes subject to a different privacy policy.

Information Security and Confidentiality

We take appropriate security measures to protect against unauthorized access to and/or unauthorized alteration, disclosure, or destruction of data. These include:

- Regular internal reviews of our data collection, storage, and processing practices and security measures;
- Physical and electronic security measures to guard against unauthorized access to systems where we store personal data;
- Restricting access to Personal Information to our employees, contractors, or agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations;
- Physical, electronic, and procedural safeguards that comply with federal regulations to protect Personal Information about you.

Editing and Deleting Your Account Information

- You can request to edit your account information at any time by contacting us.
- You can request to delete your account at any time by contacting support@skidaway.io.

Changes to Policy

We reserve the right to update this policy from time to time.

- For any minor changes, we will not reduce your rights without your explicit consent.
- For any major or significant changes which do not reduce your rights, we will provide notice through the Snowflake Marketplace or directly to users of our NativeApp.
- For any major or significant changes which require your consent, such as changes to how we treat your Personal Information, we will seek your explicit consent before implementing such changes.

Questions and Suggestions

If you have any questions or concerns about this policy, please feel free to contact us at any time at legal@skidaway.io