

Privacy Policy (For US Users)

RevComm Inc. (“RevComm,” “we,” “our,” and/or “us”) values the privacy of individuals who use our websites (the “Site”) and our services and systems provided by RevComm in the United States (together with “Site,” our “Services”).

This privacy policy (the “Privacy Policy”) explains how we collect, use, and share information from users of our Services (“you” and/or “your”).

By using our Services, you agree to the collection, use, disclosure, and procedures this Privacy Policy describes.

For any information we receive in relation to other services provided by RevComm, [“RevComm Terms and Conditions of Use”](#) and [“Privacy Policy”](#) shall apply.

Beyond the Privacy Policy, your use of our Services is also subject to our [RevComm or/and RevComm Meetings Terms of Service \(For US Users\)](#), [Speech Analytics Privacy Notice \(for US Users\)](#) and any other terms provided by RevComm.

If you choose to use RevComm or RevComm Meetings, please see our [Speech Analytics Privacy Notice \(for US Users\)](#) or specific information about how we collect, use, share, retain, and destroy data processed for speech analytics. Depending on your location, applicable laws might define the data used for speech analytics as a biometric identifier or biometric information.

1. Information We Collect

Depending on the Services you use, we may collect a variety of information from or about you or your devices from various sources, as described below.

A. Information You Provide to Us.

- **Registration and Account Information.**

When you sign up for a business account, register to use our Services, sign up for demos or updates, or participate in our surveys, we may ask you for your name, title, company name, email address, location, phone number, and account or username.

We may also ask you for information about your company and personnel, such as the names and email addresses of officers, directors, employees who you authorize to use our Services and other information that we and our service providers may require to integrate your company’s business information with our Services.

- **Communications.**

If you contact us directly, we will receive information about you. For example, when you contact our customer support team, we will receive your name, email address, the contents of a message or attachment that you may send to us, and other information you choose to provide.

When we send you emails, we may track whether you open them to learn how to deliver a better customer experience and improve our Services.

- **Payment Information.**

If you make a purchase through our Services, your payment-related information, such as credit card or other financial information, is collected by our third-party payment processor on our behalf.

B. Information We Collect When You Use Our Services.

- **Location Information.**

When you use our Services, we may receive IP-based location information from your devices (depending on their settings) to provide support services.

- **Device Information.**

We receive information about the device and software you use to access our Services, including IP address, web browser type, operating system version, phone carrier and manufacturer, application installations, device identifiers, and other similar device information.

- **Usage Information.**

To help us understand how you use our Services and to help us improve them, we automatically receive information about your interaction with our Services, like the pages or other content you view, clicks or other interactions and activities on the Services, any content you post, and the dates and times of your visits.

- **Telephone Call and Meeting Data.**

Our data analytics tools and capabilities enable the users of our Services (“Business Customers”) to analyze and share the contents of their telephone calls and meetings (“Digital Conferences”) that take place through our tools or third-party services.

Through voice activity detection tools and other similar technologies, we enable Business Customers to analyze their Digital Conferences through automatic audio transcription and speech analysis (e.g., detection of content, inflection, speed, emotion).

To do so, we collect and process the contents of our Business Customers’ Digital Conferences, including the conferences’ audio, video, images, text-based communications, associated data and documentation, as well as information that directly identifies conference participants, such as names, titles, and contact information.

Please see our [Speech Analytics Privacy Notice \(for US users\)](#) for specific information about how we collect, use, share, retain, and destroy data processed for speech analytics. Depending on your location, applicable laws might define the data used for speech analysis as a biometric identifier or biometric information.

- Business Customers with appropriate account credentials may record Digital Conferences in which you participate through third-party services and are responsible for obtaining any required consents under applicable laws.

- **Your Contacts.**

You may choose to give us access to additional user contacts to make it easy for you to do things like share and collaborate, send messages, and invite others to use the Services.

If you do, we may store those contacts within our systems for you to use.

- **Information from Cookies and Similar Technologies.**

We and our third-party partners collect information using cookies, pixel tags, or similar technologies.

Our third-party partners, such as analytics and advertising partners, may use these technologies to collect information about your online activities over time and across different services.

Cookies are small text files containing a string of alphanumeric characters.

We may use both session cookies and persistent cookies.

A session cookie disappears after you close your browser.

A persistent cookie remains after you close your browser and may be used by your browser on subsequent visits to our Services.

Please review your web browser’s “Help” file to learn the proper way to modify your cookie settings.

Please note that if you delete or choose not to accept cookies from the Services, you may not be able to utilize the features of the Services to their fullest potential.

- **User Interactions.**

Our Services may allow you to comment on a Digital Conference or otherwise share the conference—or excerpts thereof—with others.

We also may collect information about your interactions with other users.

C. Information We Receive From Third Parties.

We may receive additional information about you, such as contact information, from third parties such as data or marketing partners or referrals and combine it with other information we have about you.

2. How We Use the Information We Collect

We use the information we collect:

- To provide, maintain, improve, and enhance our Services;
- To personalize your experience on our Services such as by providing tailored content and recommendations;
- To understand and analyze how you use our Services and develop new products, services, features, and functionality;
- To communicate with you, provide you with updates and other information relating to our Services, provide information that you request, respond to comments and questions, and otherwise provide customer support;
- For marketing and advertising purposes, such as developing and providing promotional and advertising materials that may be relevant, valuable or otherwise of interest to you;
- To generate aggregated data that we may use to publish reports based on information collected from use of the Services;
- To facilitate transactions and payments;
- To find and prevent fraud, and respond to trust and safety issues that may arise;
- For compliance purposes, including enforcing our Terms of Service or other legal rights, or as may be required by applicable laws and regulations or request by any judicial process or governmental agency; and
- For other purposes for which we provide specific notice at the time the information is collected.

3. How We Share the Information We Collect Affiliates.

We may share any information we receive with our affiliates for any of the purposes described in this Privacy Policy.

As used in this Privacy Policy, “affiliate” means any entity that directly or indirectly controls, is controlled by, or is under common control with the subject entity, and “control” means direct or indirect ownership or control of more than or equal to 20% of the voting interests of the subject entity.

Vendors and Service Providers.

We may share any information we receive with vendors and service providers retained in connection with the provision of our Services.

Profiles and User Content.

Our Services enable you to collaborate with your business team through comments, and other similar features. Your name, team name, email address, other profile information, as well as the content you post to the Services will be displayed on the Services and viewable by default to other authorized users, such as other members of your team or organization.

Analytics Partners.

We use analytics services such as Google Analytics to collect and process certain analytics data from the Site.

These services may also collect information about your use of other websites, apps, and online resources.

You can learn more about Google’s practices by visiting <https://www.google.com/policies/privacy/partners/>.

As Required By Law and Similar Disclosures.

We may access, preserve, and disclose your information if we believe doing so is required or appropriate to: (a) comply with law enforcement requests and legal process, such as a court order or subpoena; (b) respond to your requests; or (c) protect your, our, or others' rights, property, or safety. For the avoidance of doubt, the disclosure of your information may occur if you post any objectionable content on or through the Services.

Merger, Sale, or Other Asset Transfers.

We may transfer your information to service providers, advisors, potential transactional partners, or other third parties (including our affiliates) in connection with the consideration, negotiation, or completion of an establishment of our new affiliate or a corporate transaction in which we are acquired by or merged with another company or we sell, liquidate, or transfer all or a portion of our assets.

The use of your information following any of these events will be governed by the provisions of this Privacy Policy in effect at the time the applicable information was collected.

Consent.

We may also disclose your information with your permission.

4. Your Choices Marketing Communications.

You can unsubscribe from our promotional emails via the link provided in the emails. Even if you opt out of receiving promotional messages from us, you will continue to receive administrative messages from us.

5. Third Party Websites and Services

Our Services may contain links to other websites, products, or services that we do not own or operate. We are not responsible for the privacy practices of these third parties.

Please be aware that this Privacy Policy does not apply to your activities on these third-party services or any information you disclose to these third parties.

We encourage you to read their privacy policies before providing any information to them.

6. Security

We make reasonable efforts to protect your information by using safeguards designed to improve the security of the information we maintain.

However, as no electronic transmission or storage of information can be entirely secure, we can make no guarantees as to the security or privacy of your information.

7. Children's Privacy

We do not knowingly collect, maintain, or use personal information from children under 13 years of age, and no part of our Services is directed to children.

If you learn that a child has provided us with personal information in violation of this Privacy Policy, then you may alert us at privacy@revcomm.co.jp.

8. International Visitors

Our data is hosted in Japan and the United States.

If you choose to use the Services from the European Union or other regions of the world, then please note that you are transferring information from or about you or your devices outside of those regions to Japan and the United States for storage and processing.

Also, we may, if it is necessary, transfer your data from Japan and/or the United States to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating our Services and your data may be accessible to law enforcement and national security authorities outside of your country of residence.

By providing any information, including information from or about you or your devices, on or to RevComm, you consent to such reasonable transfer, storage, and processing.

9. Update Your Information

Users with administrative permissions may change user settings and update account information through the profile settings.

10. Changes to this Privacy Policy

We will post any adjustments to the Privacy Policy on this page, and the revised version will be effective when it is posted.

If we materially change the ways in which we use or share personal information previously collected from you through the Services, we will notify you through the Services, by email or other communication.

11. Contact Information

If you have any questions, or concerns about our processing activities, please email us at privacy@revcomm.co.jp.

Enacted: October 5, 2022
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