

# Privacy Policy

*Last updated March 27, 2026.*

This Privacy Policy is for Radiant Graph, Inc. ("RadiantGraph, "we," "us," or "our"), describes how and why we might collect, store, use, and/or share ("process") your information when you use our services ("Services"), such as when you visit our website <https://www.radiantgraph.com> (the "Site"), log into and use RadiantGraph's user platform (the "Platform"), as well as any other related products and services that refer or link to this Privacy Policy.

**Questions or concerns?** Reading this Privacy Policy will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services.

## SUMMARY OF KEY POINTS

**This summary provides key points from our Privacy Policy, but you can find out more details about any of these topics by clicking the link following each key point or by using our table of contents below to find the section you are looking for.**

**What personal information do we process?** When you use our Services, we may process your personal information depending on how you interact with us and the Services, the choices you make, and the products and features you use. Learn more about [personal information you disclose to us](#).

**Do we process any sensitive personal information?** We do not process sensitive personal information about the users of our Services. However, we do process sensitive personal information, including Protected Health Information as defined under the Health Insurance Portability and Accountability Act ("HIPAA") about patients or members of our customers. If you are a patient or member of a RadiantGraph customer, you should contact our customer service or the RadiantGraph customer that relates to you for further information.

**Do we receive any information from third parties?** We may receive information from public databases, marketing partners, social media platforms, and other outside sources.

**How do we process your information?** We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with



your consent. We process your information only when we have a valid legal reason to do so. Learn more about [how we process your information](#).

**In what situations and with which parties do we share personal information?** We may share information in specific situations and with specific third parties. Learn more about [when and with whom we share your personal information](#).

**What are your rights?** Depending on where you are located geographically, the applicable privacy laws may mean you have certain rights regarding your personal information. Learn more about [your privacy rights](#).

**How do you exercise your rights?** The easiest way to exercise your rights is by submitting a data subject access request, which can be found by contacting us at [hello@radiantgraph.com](mailto:hello@radiantgraph.com). We will consider and act upon any request in accordance with applicable data protection laws.

Want to learn more about what we do with any information we collect? Review the Privacy Policy in full.

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## 1. WHAT INFORMATION DO WE COLLECT?

### Personal Information You Disclose To Us

**In Short:** *We collect personal information that you provide to us.*

We collect personal information that you voluntarily provide to us when you register with the Services, express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

**Sensitive Information.** We do not process sensitive information about you as a user of the Services.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

### Information Automatically Collected

**In Short:** *Some information — such as your Internet Protocol (IP) address and/or browser and device characteristics — is collected automatically when you visit our Services.*

We automatically collect certain information when you visit, use, or navigate the Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services, and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

Like many businesses, we also may collect information through cookies and similar technologies when you use the Site.

## 2. HOW DO WE PROCESS YOUR INFORMATION?

***In Short:** We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.*

We process your personal information for a variety of reasons, depending on how you interact with our Services.

## 3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

***In Short:** We may share information in specific situations described in this section and/or with the following third parties. We may need to share your personal information in the following situations:*

**Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

**Business Partners.** We may share your information with our business partners to offer you certain products, services, or promotions.

**Service Providers.** We may share your information with certain of our service providers to enable the functionality of the Services.

## 4. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

***In Short:** We may use cookies and other tracking technologies to collect and store your information.*

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Notice.

## 5. IS YOUR INFORMATION TRANSFERRED INTERNATIONALLY?

***In Short:*** We may transfer, store, and process your information in countries other than your own.

Generally, our servers are located in the United States. However, there may be certain exceptions. If you are accessing our Services from outside of the United States, please be aware that your information may be transferred to, stored, and processed by us in our facilities and by those third parties with whom we may share your personal information (see "[WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?](#)" above).

If you are a resident in the European Economic Area ("EEA"), United Kingdom ("UK"), or Switzerland, then the recipient countries of your information may not necessarily have data protection laws or other similar laws as comprehensive as those in your country. However, we will take all necessary measures to protect your personal information in accordance with this Privacy Policy and applicable law.

## 6. HOW LONG DO WE KEEP YOUR INFORMATION?

***In Short:*** We keep your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

## 7. DO WE COLLECT INFORMATION FROM MINORS?

***In Short:*** We do not knowingly collect data from, or market to, children under 18 years of age.

We do not knowingly solicit data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of a minor and consent to such minor dependent's use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at [hello@radiantgraph.com](mailto:hello@radiantgraph.com).

## 8. WHAT ARE YOUR PRIVACY RIGHTS?

***In Short:*** Depending on your state of residence, you may have rights related to your personal information, which can be exercised by contacting us at [hello@radiantgraph.com](mailto:hello@radiantgraph.com).

### Account Information

If you would at any time like to review or change the information in your account or terminate your account, you can send a request to [hello@radiantgraph.com](mailto:hello@radiantgraph.com).

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms and/or comply with applicable legal requirements.

Depending on your state of residence and applicable data protection laws, you have the rights described below.

### Right to Access

You may have the right to ask us for copies of your personal information in a readily useable format, including:

- The categories of personal information we collected about you;

- The categories of sources from which we have collected your personal information;
- Our business or commercial purpose for collecting or selling that personal information;
- The categories of your personal information that we have shared with third parties, if any;
- The categories of third parties with whom we share your personal information; or
- The specific pieces of personal information we collected about you.

## Right to Request Deletion

You may have the right to request that we delete the personal information that we have collected and maintained about you subject to applicable law.

We may deny your request under certain circumstances, such as if we need your personal information to respond to your inquiries. If we deny your request for deletion, we will let you know the reason why.

There may be some latency in deleting your personal information from our backup systems after it has been deleted from our primary production and development systems.

## Right to Portability

You may have the right to ask that we transfer the personal information you gave us to another organization, or to you, in certain circumstances.

## Right to Opt-Out of Sale

You may have the right to opt-out of the sale of your personal information to the extent, and if, we engage in the sale of personal information as defined by applicable law.

## Right to Opt-Out of Processing for Profiling/Targeted Advertising

You may have the right to opt-out of the processing of your personal information for profiling or targeted advertising.

## Right to Correct

You may have the right to have the right to ask us to correct personal information you think is inaccurate or complete information you think is incomplete.

## Right to Object to Automated Decision Making

You may have the right to object to automated decision making related to your personal information.

## Right to Object to Processing of Sensitive Personal Information

You may have the right to object to our processing of sensitive personal information. "Sensitive personal information" generally means, depending on your state of residence, non-public information about you that reveals government identifiers, financial information, log-in information, precise geolocation, racial or ethnic origin, citizenship or immigration status, religious or philosophical beliefs, union membership, and genetic data, among others. Due to the nature of the Services, if you object to the processing of certain of your Sensitive personal information, we will no longer be able to provide the Services to you.

## How to Exercise Your Rights

Based on the applicable laws of your country or US state of residence, you may have certain rights related to your personal information as described above. To request exercise of any of these rights, please fill out and submit a data subject access request, which can be received by sending a request to [hello@radiantgraph.com](mailto:hello@radiantgraph.com).

When submitting your request, please provide us with your name and contact information for purposes of enabling us to begin verifying your identity. We may request additional information about you if needed to verify your identity. Unless you have previously provided us with your personal information for another purpose, we will only use the personal information provided in the verification process to verify your identity or authority to make a request, and to track and document your request to meet our obligations.

We do not discriminate against individuals for exercising any of the above privacy rights. These rights may not be available to you and certain exceptions and exemptions may apply that will limit your ability to exercise these rights.



Authorized Agents: If permitted under applicable law, you may use an authorized agent to submit a request to exercise your rights. Even if you use an authorized agent, you will still need to communicate directly with us to verify your identity and address. We require that your agent be registered to do business with the appropriate Secretary of State or that your agent provide us with a signed document from you that authorizes your agent to make the request on your behalf. To protect your personal information, we reserve the right to contact you directly if we have any questions or concerns about the request from your agent.

## Additional Information for California Residents

If you are a California resident, certain personal information that we collect about you is subject to the California Consumer Privacy Act ("CCPA"), as amended by the California Privacy Rights Act ("CPRA").

We do not sell personal information in exchange for monetary consideration. We may allow certain third parties (such as certain advertising partners) to collect your personal information via automated technologies on our Services in exchange for non-monetary consideration (such as an enhanced ability to serve you content and advertisements that may be of interest to you). You have the right to opt out of this disclosure of your information, as detailed below.

During the 12-month period prior to the effective date of this Privacy Policy, we may have shared your personal information with certain categories of third parties, as described below.

We may have disclosed the following categories of personal information about you for a business purpose to the following categories of third parties:

Category of Personal Information	Category of Third Party
Identifiers	<ul style="list-style-type: none"> <li>• Vendors who provide services on our behalf</li> <li>• Consultants and professional services organizations, such as auditors and law firms</li> <li>• Online advertising services and advertising networks</li> <li>• Data analytics providers</li> </ul>
Additional Data Subject to Cal. Civ. Code § 1798.80 Law	<ul style="list-style-type: none"> <li>• Vendors who provide services on our behalf</li> <li>• Consultants and professional services organizations, such as auditors and law firms</li> </ul>

	<ul style="list-style-type: none"> <li>• Insurance companies, who underwrite or support the protection plans we offer</li> </ul>
Commercial Information	<ul style="list-style-type: none"> <li>• Vendors who provide services on our behalf</li> <li>• Online advertising services and advertising networks</li> <li>• Data analytics providers</li> </ul>
Online Activity	<ul style="list-style-type: none"> <li>• Vendors who provide services on our behalf</li> <li>• Consultants and professional services organizations, such as auditors and law firms</li> <li>• Online advertising services and advertising networks</li> <li>• Data analytics providers</li> <li>• Internet service providers</li> <li>• Operating systems and platforms</li> </ul>
Sensory Information	<ul style="list-style-type: none"> <li>• Vendors who provide services on our behalf</li> <li>• Consultants and professional services organizations, such as auditors and law firms</li> <li>• Internet service providers</li> <li>• Operating systems and platforms</li> </ul>
Inferences	<ul style="list-style-type: none"> <li>• Vendors who provide services on our behalf</li> <li>• Consultants and professional services organizations, such as auditors and law firms</li> <li>• Insurance companies, who underwrite or support the protection plans we offer</li> <li>• Online advertising services and advertising networks</li> <li>• Data analytics providers</li> </ul>

In addition to the categories of third parties identified above, during the 12-month period prior to the effective date of this Privacy Policy, we may have shared personal information about you with government entities.

## 9. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy



preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this Privacy Policy.

## 10. DO WE MAKE UPDATES TO THIS NOTICE?

***In Short:*** Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this Privacy Policy from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes, as determined by applicable law or by RadiantGraph, to this Privacy Policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this Privacy Policy frequently to be informed of how we are protecting your information.

## 11. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may contact us by post at:

Radiant Graph, Inc.  
370 Brannan St  
San Francisco, CA 94107

Or by sending us an email to: [hello@radiantgraph.com](mailto:hello@radiantgraph.com).