

*Findo*

# Findo smart search assistant guide



FINDO.

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## FAQ

### HOW TO START?

You have just registered for Findo and want to start as quickly as possible. Here are the steps you will take to set up the service for your needs:

- First, you should connect your sources for search. Choose the data source you wish to connect and enter the appropriate information. Once you are signed into your Findo account, you may add as many other sources as you'd like by clicking the button "Add a new data source", located on the left-hand side.

The more sources that are connected, the better Findo works. Since we can never be sure where the file is, you should connect all possible sources.

We take all possible security measure to protect your data and your privacy (see pg. #).

- Once your sources are connected, you must wait a few minutes (or more depending on the size of the account) before Findo works at its full power. When the index is complete, you will get a notification that your source is ready to search.
- After connecting all your sources, you will be able to effortlessly search through all your emails and documents from one application. Findo will search through PDFs, presentations, recaps, agendas, tickets and reservations, images and audios. It searches by file names and the content inside documents, spreadsheets, PDFs and more.
- Findo merges contacts from various sources so that you can easily search for emails and files from your contacts - no matter which inbox they are in and from what email address they arrived.

### WHAT ACCOUNTS ARE CURRENTLY SUPPORTED?

At the moment, you can connect and search through the following Data Sources:

- Gmail
- Outlook.com
- Yahoo! Mail
- iCloud Mail
- AOL Mail
- Google Drive
- DropBox
- OneDrive
- Evernote
- Box

## HOW TO CONNECT A NEW DATA SOURCE?

To connect a new data source or email account to Findo:

- Click the bot at the top right corner → "Add new data source."
- Choose the type of the account you wish to add.
- Enter your credentials, and Findo will start indexing your data.

You can also find "Add new data source" on the left-hand side of your screen.

## HOW TO DISCONNECT A DATA SOURCE?

To disconnect an account:

- Go to "Add new data source" → "Connected data sources"
- Move your cursor over the three dots to the right of the appropriate account, and the option to **Disconnect** will appear.

You can disconnect any account you wish.

If you wish to delete your Findo account completely, please contact us at [unsubscribe@findo.io](mailto:unsubscribe@findo.io) or directly from the App chat.

## WHAT HAPPENS IF THE ACCOUNT IS DISCONNECTED?

If you disconnect an account, it will be removed from the search index within a few hours.

If you want to delete your Findo account, please contact us at [unsubscribe@findo.io](mailto:unsubscribe@findo.io) or directly from the App chat.

## HOW TO RECONNECT THE DATA SOURCE IF CREDENTIALS WERE CHANGED?

When the credentials of a connected account are changed, you will need to reconnect the account by providing your updated information. **Do not** disconnect the account with invalid credentials.

To reconnect an account, please do the following:

- Go to "Add new data source" → "Connected data sources"
- There will be an error message below the appropriate account. The option to reconnect will be to the right.
- Input the necessary login and password. The invalid credentials will be updated.

## FOR WHICH DEVICES IS THE FINDO APPLICATION AVAILABLE?

Findo iOS App requires iOS 9.0 or later. It is compatible with iPhone and iPod touch.

Findo Desktop App for Windows requires Windows 7, 8, 8.1 or 10.

Findo Desktop App for Mac OS X requires version 10.8, 10.9, 10.10 or 10.11.

## **HOW TO INSTALL A DESKTOP APPLICATION?**

To download and install the Findo desktop app, go to “Add new data source” on the left-hand side. In the column “Get apps” you can choose the application for the OS that you are using. The application will be downloaded and installed on your computer. Once installed, Findo will start indexing all documents that are stored on your computer. You may select which folders you wish to exclude from indexing (see below).

## **HOW TO EXCLUDE FOLDERS FROM SEARCH IN A DESKTOP APPLICATION?**

With syncing apps, it often happens that you synchronize only certain folders, and then cannot find files you need at work because they stayed at home in the unsynced folder.

That’s why by default, Findo desktop app starts indexing all hard drive folders, excluding system folders.

If this is not what you want, please do the following to exclude the folders you wish:

- Open Findo desktop app
- Click the Settings icon and then the computer name
- Select folders you would like to exclude

The data will be deleted from the servers in due time according to the [Privacy Notice](#).

## **HOW TO CONNECT AN EXCHANGE ACCOUNT?**

If you cannot connect your Exchange account, please do the following:

- Enter the email address associated with your Exchange account and your password in the corresponding fields.
- For *Domain*, please just put a space.
- For *Login*, re-enter your email address associated with your Exchange account.

If you are still having issues, please contact us at [support@findo.io](mailto:support@findo.io).

## **HOW LONG IT CAN TAKE TO INDEX FILES?**

After you connect your accounts, Findo will start indexing your data. Depending on how large the account is, it can take up to a few hours to index. If it takes more than a few hours, please contact [support@findo.com](mailto:support@findo.com).

Findo cannot restore any original documents or emails, as they are not stored in our system.

## HOW TO PAY FOR FINDO?

We have a subscription plan for the iOS platform:

<b>Subscription Type</b>	<b>What's Included</b>	<b>Price</b>
<b>Free mode</b>	One-month search period: search covers data that is up to one month old.	<i>Free</i>
<b>Advanced</b>	Six-month search period: search covers data that is up to six months old.	<b><i>\$4.99 per month for 1 month</i></b>
<b>Ultimate</b>	Search can go as far back as needed.	<b><i>\$9.99 per month for 1 month</i></b>

For now, it is only possible to buy a subscription in the iOS app. The subscription bought in the iOS app will cover the web version as well.

## **SEARCH**

To start, you should connect your resources for search. Choose a data source you would like to connect, and enter the appropriate information. To start searching, you will need to wait until at least one data source (email or cloud-storage) is completely indexed.

Look at our search tips on your dashboard and try a test search just to understand how it works; for example, "Email from Findo".

## **WHY THE INFORMATION IS NOT FOUND?**

One reason may be because your accounts are still indexing.

Check the index status of your accounts. When indexing is in-process, not all search results are available because the system needs some time to process your content and build the search index.

When you see 100% beside your accounts, you can start your search!

If you still can't find what you are looking for, make sure you have added all the necessary accounts.

One more tip: try to change your search query by using our suggestions (see pg. #).

If you have any further problems with search, please contact Findo Support, or just use our in-App Chat.

## **WHICH LANGUAGES ARE SUPPORTED?**

Unfortunately, Findo has an interface that is only available in English. Other languages will be available soon; however, users can still conduct search in another language if needed.

Findo understands keyword queries in other languages. For example, if you have a document with German title "Vergleichsanalyse," you can search for it. You can also search for a contact in another language. For example, if you have a Spanish contact Señor Damián de La Coruña, try to type «Damián Coruña»..

Non-English speakers can also use our filters on the left side without regard to the language.

## **HOW TO NARROW THE SEARCH?**

Findo searches across all of your connected sources, but you can narrow the search if you know which source the file exists or when it was received.

## How to use filters and suggestions for search?

All connected sources are shown on the left-hand side. This allows you to specify the source you would like to search through. If you are sure when the file was created or when the email was sent, there is also an option to narrow the search by choosing a time range.

Another way to narrow the search is to choose what you are searching for (e.g. emails, links, files, tasks, etc.). You can select one of these items in the section under the search field.

You can search for any item by description with human-like language.

When you type what you are looking for in the search bar, you can also use the suggestions that are given. Using suggestions (or tablets) can help make your search query exact.

For example, when you click the empty search field, you'll see suggestions like:

- attachments,
- documents,
- images,
- link,
- pdf,
- phone.

Findo also gives suggestions for Contacts and Locations.

**Contact suggestions** work when the search contains the words “from” or “to.” Findo will suggest you someone from your contact list once you begin entering the first couple letters of the contact’s name.

For example: *documents **from** <An...>*

*Anna*

*Andrew*

*Antony*

Suggestions for locations work when the search contains the word “in.” Findo will offer suggestions to choose from based on where the file could be located. For example: *pdf **in***

*Sent messages*

*Drafts*

You can use suggestions at any place in your search query.

Don't forget that you can formulate search queries in natural language just like how you would ask a personal assistant to find you something.

An advanced example for you:

*I need presentation about "budget analysis" I sent to Alex this month*

In this example the words in quotes are from suggestions. Use them with the natural language queries to help find what you are looking for.

### **How to use quotation marks?**

You can use quotation marks in case you want to restrict the search to specific word combination, phrase or citation.

Findo understands these search queries as a key-word queries.

### **SEARCHING IN THE ATTACHMENTS.**

Findo supports full-text indexing of attachments which are searchable correspondingly with the email they're attached to. At the moment, you cannot see a preview of the whole attachment, but you'll be able to see a relevant abstract of your attached document.

By default, Findo searches everywhere including attachments.

### **What types of attachments Findo can index and search?**

Findo supports full-text indexing of searchable attachments. Here are the types of files Findo can search through:

- Txt
- Html
- Odt
- Ods
- Xls / Xlsx
- Doc / docx
- Ppt / pptx
- PDF\\*a (searchable PDF)
- Rtf.

## **MICROSOFT EXCHANGE- WHAT IS SEARCHABLE?**

When your Microsoft Exchange account is connected to Findo, you can search:

- Email messages
- Attachments
- Contacts

Later, you'll be also able to search through your Calendar items.

## **ARE IMAGES SEARCHABLE?**

At this time, Findo cannot find something particular on a picture. For example, if you are searching for a picture with a car in it, Findo won't be able to find this picture. We are currently working on our image recognition technologies, and we will announce this exciting feature as soon as it's ready!

## SECURITY

### HOW SECURE IS FINDO?

Our top priority is the security of your data. We work diligently to protect your data starting with a secure login process and strong encryption. Our team follows the highest standards of engineering practices and employs state-of-the-art methodologies and tools to build and maintain Findo. You can rest assured that we have implemented multiple levels of security to protect your data.

Findo uses the following methods to transfer, protect and keep your data safe and provide you with a google-like search experience:

- Findo uses HTTPS protocol to encrypt the traffic between the web-browser and the server.
- Your Findo account and all accounts that you choose to connect are password-protected. In addition, the passwords are encrypted using PBKDF2 algorithm.

For most of your accounts, we do not have access to your passwords, we store tokens:

- If you register to Findo using your Facebook or Google account, Findo uses the OAuth2 standard for authorization and not your password. OAuth 2 is an authorization framework that enables Findo limited access to your accounts on an HTTP service, such as Facebook and Google. OAuth 2 provides authorization flows for web and desktop applications, and mobile devices by delegating user authentication to the service that hosts the user account, and authorizing us to access your account with a token instead of your password.
- Findo also uses the OAuth2 standard to access the accounts which you choose to connect.

Exchange accounts are a bit different as we are not provided with a token. For Findo to access Exchange, we do use a password, so to further protect your security, we store this in an encrypted format.

- Findo employs trusted, state-of-the-art, and compliant server facilities to store, process, backup and make your search results available to you.

For more about security and privacy, please read our [Privacy Policy](#).

### CAN SOMEONE VIEW EMAILS, DOCUMENTS AND OTHER FILES STORED IN THE CONNECTED SOURCES?

Your emails are not used, stored or published anywhere by Findo; it would be in violation of privacy laws and our Privacy Policy and Terms of Use. You are the only one who can see your emails, documents and the private search results that Findo creates for you. Findo's Artificial

Intelligence engine, not an employee, accesses your accounts to create the index and to provide the private service to you.

### **DOES FINDO MAKE THE INDEX IN SUCH FORMAT THAT IT CAN RESTORE MY DOCUMENTS?**

**Staff is prohibited to view your content.**

The staff does not have access to your content. Access to your content is controlled on a need-to-know basis and is therefore restricted to those who need access to facilitate your account or your questions. For example, a member of the support staff may have to access your account to answer a question you have posed, or a member of the billing staff may need to access your account to clear up a billing question.

**Employees are vetted through background checks and sign non-disclosure and confidentiality agreements. Violation of these agreements will lead to disciplinary action, up to and including possible termination of employment.**

### **DO YOU STORE MY PASSWORDS?**

For cloud based accounts we do not store passwords, we store encrypted tokens. For Exchange, we store an encrypted password.

When you register for Findo using Facebook or Google accounts, we use an OAuth2 protocol for authorization without needing any of your passwords. OAuth2 provides authorization flows for web and desktop applications, and mobile devices by delegating user authentication to the service that hosts the user account, and authorizing us to access your account with a token instead of your password. OAuth2 access tokens are stored in an encrypted format. This means we never see any passwords for Google Drive, Gmail, Yahoo, Box, Dropbox, Evernote, OneDrive, Facebook and other cloud-based accounts you connect to Findo.

**Exchange accounts are a bit different as we are not provided with a token. For Findo to access Exchange, we do use a password, so to further protect your security, we store this in an encrypted format.**

### **DO YOU ENCRYPT MY DATA?**

We don't store your data, so we don't encrypt it.

We take all standard and reasonable measures to protect the content we create from the accounts you entrust to us. We employ Transport Layer Security (TLS), AES-256 bit data encryption and store all content using Trusted, State-of-the-Art, Compliant Cloud Services.

We do not encrypt the search index that we create. Some Artificial Intelligence-based features and benefits would not be possible if we encrypted the index, such as allowing the system to learn in order to provide you the best user experience.

## **DO YOU STORE MY DOCUMENTS?**

We do not store your original documents.

To provide you with a smooth, Google-like search experience, we store your documents and some attachments in plain text, image previews and email bodies along with search index. This allows you to preview your file and image search results from your web app, mobile app and bots. This enables you to pick the most appropriate search result in seconds when you need to make quick, data-based business decisions.

**All data is stored in trusted, compliant cloud services and access to this data is strongly restricted.**

## BOTS

### FINDO BOTS

Bots are a big thing now. Here at Findo we want to deliver this new user experience for interaction with our service. This means that there are now Findo bots! Now, you can add your personal search assistant to your favorite messenger contact lists.

Right now, we have 4 bots- for Slack, Skype, Telegram, and Facebook Messenger.

First, let's talk about Findo bot for **Facebook Messenger, Skype** and **Telegram**. What do they do?

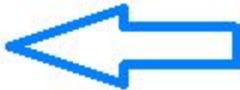
- To put it simple, Findo bots search your personal cloud for items at your request, and deliver the search results right into your messenger.
- You can view the search results by clicking an open link under each found items.
- This link is also a sharing link - you can share the info with your friends or colleagues.

*Subject:* Re: More feedback

Team, Here is the next version of the PowerPoint presentation. I have made a few more edits. Please advise if there are any statements that are incorrect. It was a great meeting. Cheers

Gary

Link: Open



Write a message...



SEND

You can say hello, and start talking to Findo bot!

Available commands:

- **“Login”** or **“Sign in”**- sends you a link to sign into your Findo account.
- **“Sources”**- shows your connected accounts. As of right now, offline data sources like Mac or PC do not show up as Findo bot cannot preview such files and thus do not search for them.
- **“Logout”** or **“Sign out”**- logs you out of your Findo account.
- **“Help”**- shows Help menu.
- **“Show more”** or **“More”** - gives you three more results.
- Any human like request or keywords - searches your personal cloud and shows first three found items.

Now, let's talk about Findo bot for **Slack**. Findo bot for Slack is unique because it's a team bot. Yes, it is a member of a team. Once added by any of your team members, this bot is available to the whole team for direct messages. The same functionality is available:

- Searching right from the messenger
- Viewing the search result
- Sharing with colleagues or friends

The best thing about Findo bot for Slack is that it can keep secrets. It will not send anything to a channel if you mention Findo bot occasionally.

We have just started developing Findo bots, so here is what is coming next:

- Custom help menu
- Buttons for frequently used commands

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<https://github.com/KeepSafe/aiohttp><http://aiohttp.readthedocs.org/en/stable/>
2. Pymongo <https://pypi.python.org/pypi/pymongo>

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DOCUMENTATION ROADMAP

This file contains the following sections:

OVERVIEW General description of JPEG and the IJG software.

LEGAL ISSUES Copyright, lack of warranty, terms of distribution.

REFERENCES Where to learn more about JPEG.

ARCHIVE LOCATIONS Where to find newer versions of this software.

ACKNOWLEDGMENTS Special thanks.

FILE FORMAT WARS Software not to get.

TO DO Plans for future IJG releases.

Other documentation files in the distribution are:

User documentation:

install.txt How to configure and install the IJG software.

usage.txt Usage instructions for cjpeg, djpeg, jpegtran, rdjpgcom, and wrjpgcom.

Unix-style man pages for programs (same info as usage.txt).

wizard.txt Advanced usage instructions for JPEG wizards only.

change.log Version-to-version change highlights.

Programmer and internal documentation:

libjpeg.txt How to use the JPEG library in your own programs.

example.c Sample code for calling the JPEG library.

structure.txt Overview of the JPEG library's internal structure.

filelist.txt Road map of IJG files.

coderrules.txt Coding style rules --- please read if you contribute code.

Please read at least the files install.txt and usage.txt. Some information can also be found in the JPEG FAQ (Frequently Asked Questions) article. See ARCHIVE LOCATIONS below to find out where to obtain the FAQ article.

If you want to understand how the JPEG code works, we suggest reading one or more of the REFERENCES, then looking at the documentation files (in roughly the order listed) before diving into the code.

## OVERVIEW

This package contains C software to implement JPEG image encoding, decoding, and transcoding. JPEG (pronounced "jay-peg") is a standardized compression method for full-color and gray-scale images.

This software implements JPEG baseline, extended-sequential, and progressive compression processes. Provision is made for supporting all variants of these processes, although some uncommon parameter settings aren't implemented yet. We have made no provision for supporting the hierarchical or lossless processes defined in the standard.

We provide a set of library routines for reading and writing JPEG image files, plus two sample applications "cjpeg" and "djpeg", which use the library to perform conversion between JPEG and some other popular image file formats.

The library is intended to be reused in other applications.

In order to support file conversion and viewing software, we have included considerable functionality beyond the bare JPEG coding/decoding capability; for example, the color quantization modules are not strictly part of JPEG decoding, but they are essential for output to colormapped file formats or colormapped displays. These extra functions can be compiled out of the library if not required for a particular application.

We have also included "jpegtran", a utility for lossless transcoding between different JPEG processes, and "rdjpgcom" and "wrjpgcom", two simple applications for inserting and extracting textual comments in JFIF files.

The emphasis in designing this software has been on achieving portability and flexibility, while also making it fast enough to be useful. In particular, the software is not intended to be read as a tutorial on JPEG. (See the REFERENCES section for introductory material.) Rather, it is intended to be reliable, portable, industrial-strength code. We do not claim to have achieved that goal in every aspect of the software, but we strive for it.

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The IJG distribution formerly included code to read and write GIF files. To avoid entanglement with the Unisys LZW patent, GIF reading support has been removed altogether, and the GIF writer has been simplified to produce "uncompressed GIFs". This technique does not use the LZW algorithm; the resulting GIF files are larger than usual, but are readable by all standard GIF decoders.

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#### REFERENCES

We recommend reading one or more of these references before trying to understand the innards of the JPEG software.

The best short technical introduction to the JPEG compression algorithm is Wallace, Gregory K. "The JPEG Still Picture Compression Standard", *Communications of the ACM*, April 1991 (vol. 34 no. 4), pp. 30-44.

(Adjacent articles in that issue discuss MPEG motion picture compression, applications of JPEG, and related topics.) If you don't have the CACM issue handy, a PostScript file containing a revised version of Wallace's article is available at <http://www.ijg.org/files/wallace.ps.gz>. The file (actually a preprint for an article that appeared in *IEEE Trans. Consumer Electronics*) omits the sample images that appeared in CACM, but it includes corrections and some added material. Note: the Wallace article is copyright ACM and IEEE, and it may not be used for commercial purposes.

A somewhat less technical, more leisurely introduction to JPEG can be found in "The Data Compression Book" by Mark Nelson and Jean-loup Gailly, published by M&T Books (New York), 2nd ed. 1996, ISBN 1-55851-434-1. This book provides good explanations and example C code for a multitude of compression methods including JPEG. It is an excellent source if you are comfortable reading C code but don't know much about data compression in general. The book's JPEG sample code is far from industrial-strength, but when you are ready to look at a full implementation, you've got one here...

The best currently available description of JPEG is the textbook "JPEG Still Image Data Compression Standard" by William B. Pennebaker and Joan L. Mitchell, published by Van Nostrand Reinhold, 1993, ISBN 0-442-01272-1. Price US\$59.95, 638 pp. The book includes the complete text of the ISO JPEG standards (DIS 10918-1 and draft DIS 10918-2). Although this is by far the most detailed and comprehensive exposition of JPEG publicly available, we point out that it is still missing an explanation of the most essential properties and algorithms of the underlying DCT technology.

If you think that you know about DCT-based JPEG after reading this book, then you are in delusion. The real fundamentals and corresponding potential of DCT-based JPEG are not publicly known so far, and that is the reason for all the mistaken developments taking place in the image coding domain.

The original JPEG standard is divided into two parts, Part 1 being the actual specification, while Part 2 covers compliance testing methods. Part 1 is titled "Digital Compression and Coding of Continuous-tone Still Images, Part 1: Requirements and guidelines" and has document numbers ISO/IEC IS 10918-1, ITU-T T.81. Part 2 is titled "Digital Compression and Coding of Continuous-tone Still Images, Part 2: Compliance testing" and has document numbers ISO/IEC IS 10918-2, ITU-T T.83. IJG JPEG 8 introduces an implementation of the JPEG SmartScale extension which is specified in two documents: A contributed document at ITU and ISO with title "ITU-T JPEG-Plus Proposal for Extending ITU-T T.81 for Advanced Image Coding", April 2006, Geneva, Switzerland. The latest version of this document is Revision 3. And a contributed document ISO/IEC JTC1/SC29/WG1 N 5799 with title "Evolution of JPEG", June/July 2011, Berlin, Germany. The JPEG standard does not specify all details of an interchangeable file format. For the omitted details we follow the "JFIF" conventions, revision 1.02. JFIF 1.02 has been adopted as an Ecma International Technical Report and thus received a formal publication status. It is available as a free download in PDF format from

<http://www.ecma-international.org/publications/techreports/E-TR-098.htm>. A PostScript version of the JFIF document is available at <http://www.ijg.org/files/jfif.ps.gz>. There is also a plain text version at <http://www.ijg.org/files/jfif.txt.gz>, but it is missing the figures.

The TIFF 6.0 file format specification can be obtained by FTP from <ftp://ftp.sgi.com/graphics/tiff/TIFF6.ps.gz>. The JPEG incorporation scheme found in the TIFF 6.0 spec of 3-June-92 has a number of serious problems. IJG does not recommend use of the TIFF 6.0 design (TIFF Compression tag 6). Instead, we recommend the JPEG design proposed by TIFF Technical Note #2 (Compression tag 7). Copies of this Note can be obtained from <http://www.ijg.org/files/>. It is expected that the next revision of the TIFF spec will replace the 6.0 JPEG design with the Note's design. Although IJG's own code does not support TIFF/JPEG, the free libtiff library uses our library to implement TIFF/JPEG per the Note.

#### ARCHIVE LOCATIONS

The "official" archive site for this software is [www.ijg.org](http://www.ijg.org). The most recent released version can always be found there in directory "files". This particular version will be archived as <http://www.ijg.org/files/jpegsr.v8d.tar.gz>, and in Windows-compatible "zip" archive format as <http://www.ijg.org/files/jpegsr8d.zip>.

The JPEG FAQ (Frequently Asked Questions) article is a source of some general information about JPEG. It is available on the World Wide Web at <http://www.faqs.org/faqs/jpeg-faq/> and other news.answers archive sites, including the official news.answers archive at [rtfm.mit.edu](http://rtfm.mit.edu): <ftp://rtfm.mit.edu/pub/usenet/news.answers/jpeg-faq/>. If you don't have Web or FTP access, send e-mail to [mail-server@rtfm.mit.edu](mailto:mail-server@rtfm.mit.edu) with body

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## ACKNOWLEDGMENTS

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Thank to Thomas Richter and Daniel Lee for inviting me to the ISO/IEC JTC1/SC29/WG1 (also known as JPEG, together with ITU-T SG16) meeting in Berlin, Germany.

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Last but not least special thank to Thomas G. Lane for the original design and development of this singular software package.

## FILE FORMAT WARS

The ISO/IEC JTC1/SC29/WG1 standards committee (also known as JPEG, together with ITU-T SG16) currently promotes different formats containing the name "JPEG" which is misleading because these formats are incompatible with original DCT-based JPEG and are based on faulty technologies. IJG therefore does not and will not support such momentary mistakes (see REFERENCES).

There exist also distributions under the name "OpenJPEG" promoting such kind of formats which is misleading because they don't support original JPEG images.

We have no sympathy for the promotion of inferior formats. Indeed, one of the original reasons for developing this free software was to help force convergence on common, interoperable format standards for JPEG files. Don't use an incompatible file format! (In any case, our decoder will remain capable of reading existing JPEG image files indefinitely.)

Furthermore, the ISO committee pretends to be "responsible for the popular JPEG" in their public reports which is not true because they don't respond to actual requirements for the maintenance of the original JPEG specification.

There are currently distributions in circulation containing the name "libjpeg" which claim to be a "derivative" or "fork" of the original libjpeg, but don't have the features and are incompatible with formats supported by actual IJG libjpeg distributions. Furthermore, they violate the license conditions as described under LEGAL ISSUES above. We have no sympathy for the release of

misleading and illegal distributions derived from obsolete code bases. Don't use an obsolete code base!

## TO DO

Version 8 is the first release of a new generation JPEG standard to overcome the limitations of the original JPEG specification. More features are being prepared for coming releases...

Please send bug reports, offers of help, etc. to [jpeg-info@jpegclub.org](mailto:jpeg-info@jpegclub.org).

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## **Python**

### HISTORY OF THE SOFTWARE

Python was created in the early 1990s by Guido van Rossum at Stichting Mathematisch Centrum (CWI, see <http://www.cwi.nl>) in the Netherlands as a successor of a language called ABC. Guido remains Python's principal author, although it includes many contributions from others.

In 1995, Guido continued his work on Python at the Corporation for National Research Initiatives (CNRI, see <http://www.cnri.reston.va.us>) in Reston, Virginia where he released several versions of the software.

In May 2000, Guido and the Python core development team moved to BeOpen.com to form the BeOpen PythonLabs team. In October of the same year, the PythonLabs team moved to Digital Creations (now Zope Corporation, see <http://www.zope.com>). In 2001, the Python Software Foundation (PSF, see <http://www.python.org/psf/>) was formed, a non-profit organization created specifically to own Python-related Intellectual Property. Zope Corporation is a sponsoring member of the PSF.

All Python releases are Open Source (see <http://www.opensource.org> for the Open Source Definition). Historically, most, but not all, Python releases have also been GPL-compatible; the table below summarizes the various releases.

Release	Derived from	Year	Owner	GPL-compatible? (1)
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0.9.0 thru 1.2		1991-1995	CWI	yes
1.3 thru 1.5.2	1.2	1995-1999	CNRI	yes
1.6	1.5.2	2000	CNRI	no
2.0	1.6	2000	BeOpen.com	no
1.6.1	1.6	2001	CNRI	yes (2)
2.1	2.0+1.6.1	2001	PSF	no
2.0.1	2.0+1.6.1	2001	PSF	yes
2.1.1	2.1+2.0.1	2001	PSF	yes
2.1.2	2.1.1	2002	PSF	yes
2.1.3	2.1.2	2002	PSF	yes
2.2 and above	2.1.1	2001-now	PSF	yes

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bzip2/libbzip2 version 1.0.6 of 6 September 2010

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4.6 Unauthorized Use. You shall: (a) immediately inform FINDO of any instances of unauthorized access to the Website, Software and/or Service under Your Login and Password and/or of any other security breach that comes to Your attention;(b) report to FINDO immediately and use best efforts to immediately stop any unauthorized copying or distribution of any part of the Software; and (c) not impersonate another user or provide false identity information to gain access to or use the Software and/or Service.

4.7 Content. You are solely responsible for the accuracy, quality, integrity, legality, reliability, appropriateness, intellectual property ownership, and right to use for all of Your Content and any Data sent by You in requests for Service. You will abide by and will be solely responsible for any breach of applicable local, state, national, and foreign law, treaty, or regulation in connection with Your Data, including those related to copyright, data privacy, international communications, and the transmission or technical or personal data.

4.8 FINDO has implemented reasonable security standards to protect Your Content from unauthorized access, disclosure, or use. However, no data transmission or storage system can be guaranteed to be 100% secure and safe from unauthorized third party access. If You have reason to believe that your interaction with FINDO and with the Software and/or the Service is no longer secure and has been compromised, please notify FINDO immediately. Except as otherwise provided in these Terms, FINDO will not access, monitor, review, use, publish, reproduce, or disclose any of Your Content. We will review the content of Your Data, but our review will be strictly limited to that necessary to perform the Service.

4.9 FINDO may send You marketing e-mail messages about FINDO's products and company news, special offers, products usage advices and other information related to FINDO's activities. You

may unsubscribe from such marketing emails by clicking the unsubscribe link at the bottom of each marketing e-mail.

4.10 As described in the referenced Privacy Policy, you will not be able to opt out of receiving administrative messages.

4.11 You agree that You are solely responsible for any breach of laws, treaties, or regulations in connection with any of Your Content, including personal or confidential data, and shall defend, indemnify and hold FINDO harmless from and against any and all claims, actions, proceedings, expenses, liabilities, damages, costs, and expenses, including attorneys' fees, associated with and/or arising from Your Content.

If the processing of Your Content causes Service failure or leads to the abnormal consumption of computing resources, or leads to other exceptional cases connected with functionality of the Service, You consent to FINDO's unrestricted use at any time of Your Content for the sole purpose of improving the quality of the Service.

4.12 Location of Servers for the Site and Services. Your information may be stored and processed in any country in which Findo and its Affiliates maintain facilities. In this regard, or for purposes of sharing or disclosing, Findo reserves the right to transfer information outside of your country. By using the Service, you consent to any such transfer of information outside of your country for the purpose of enabling you to use the Service.

4.13 You may terminate Your use of the Service at any time by ceasing Your use of the Website and the Service. You may terminate your use of the Software at any time by ceasing Your use of the Software and deleting the Software from Your system.

4.14 FINDO is offering You the Software and/or Service according to the pricing plan in effect at the time you accept these Terms. FINDO may change the pricing plan at its sole discretion and will provide written notice to you if the pricing plan changes. By continuing to use the Software and/or Service you automatically agree to accept any applicable changes to the pricing plan. You can see the Pricing Plan currently in effect by following the link below:

<https://findohelp.zendesk.com/hc/en-us/articles/115003216625-How-can-I-pay-for-Findo->

## 5. WARRANTY DISCLAIMER and LIMITATION OF LIABILITY

5.1. FINDO shall not provide You with an Internet connection or with any hardware and software required to connect to the Internet, and FINDO shall not be liable for the quality of Your Internet connection or the quality of the hardware and software that You use to access the Internet.

FINDO shall not be liable for any malfunction or other problems in telephone networks or services, computer systems, servers, providers, computer hardware, software, or telecom equipment, or for any malfunction in the operation of e-mail services and scripts, howsoever caused.

5.2. You acknowledge that Your Content will be transmitted over an insecure public computer network and that FINDO shall not be liable for any loss of information transmitted in this manner.

5.3. FINDO shall not be liable for any delay, malfunction, missed or late delivery, removal or loss of any of Your Data.

5.4 WARRANTY DISCLAIMER. EXCEPT FOR THE EXPRESS REPRESENTATIONS AND WARRANTIES STATED IN THIS SECTION, FINDO MAKE NO REPRESENTATION, WARRANTY, OR GUARANTY AS TO THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, AVAILABILITY, ACCURACY, OR COMPLETENESS OF THE SOFTWARE AND/OR SERVICE. FINDO DOES NOT REPRESENT OR WARRANT THAT:

(A) THE USE OF THE SOFTWARE AND/OR SERVICE WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM, OR DATA;

(B) THE SOFTWARE AND/OR SERVICE WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS;

(C) THE RESULTS OBTAINED BY USING THE SOFTWARE AND/OR SERVICE ARE ACCURATE, RELIABLE, COMPLETE OR USEFUL;

(D) THE OPERATION OF THE SOFTWARE AND/OR SERVICE OR THE PROVISION OF THE SERVICE WILL BE CONTINUOUS AND/OR UNINTERRUPTED OR FREE FROM ERROR;

(E) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SOFTWARE AND/OR SERVICE WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS;

(F) ERRORS OR DEFECTS WILL BE CORRECTED;

(G) SOFTWARE AND/OR THE SERVICE OR THE SERVER(S) THAT MAKE THE SERVICE AVAILABLE ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS;

THE SOFTWARE AND/OR THE SERVICE, AS APPLICABLE, ARE PROVIDED TO YOU STRICTLY ON AN "AS IS" BASIS. ALL CONDITIONS, REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS, ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW BY FINDO AND ITS AFFILIATES.

5.5 UNDER NO CIRCUMSTANCES SHALL FINDO BE LIABLE FOR ANY DAMAGES SUFFERED BY YOU AS A RESULT OF USE OR INABILITY TO USE THE SOFTWARE AND/OR SERVICE, OR CAUSED BY ERRORS, INTERRUPTION OF SERVICE, REMOVAL OF YOUR DATA, CHANGE IN FUNCTIONALITY, DEFECTS AND THE LIKE, HOWSOEVER CAUSED.

5.6 LIMITATION OF LIABILITY. IN NO EVENT WILL YOU OR FINDO BE LIABLE FOR ANY LOST REVENUE, PROFITS, OR DATA, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY OR PUNITIVE DAMAGES, WHETHER IN CONTRACT, TORT OR OTHERWISE, AND HOWEVER CAUSED, AND REGARDLESS OF THE THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE AND/OR SERVICE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL FINDO'S TOTAL LIABILITY ARISING OUT OF OR RELATING TO THE WEBSITE, SOFTWARE, AND/OR SERVICE OR THESE TERMS exceed U.S. ONE HUNDRED DOLLARS (\$100.00), EVEN IF FINDO HAD BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## 6. TERM AND TERMINATION

6.1 Term. The effective date of the Terms will commence upon the earliest date You (i) click the "Submit and Agree" button on the Registration Form, (ii) access, install, copy or use the Software, or (iii) use the Service, and will continue until terminated in accordance with this Section 6.

6.2 Termination for Convenience. FINDO may terminate these Terms at any time without any notice to You. In the event FINDO terminates these Terms for its convenience, it will refund to You any payments You had made for the Service and/or the Software that You were unable to use due to such termination.

You may terminate these Terms at any time without any notice to FINDO. However, in such event, any pre-payments You had made for the Service, are forfeited and will not be refunded to You.

6.3 No Liability for Termination. Except for any payment obligation that arose prior to the date of termination or as expressly required by law, if either You or FINDO terminates these Terms in accordance with any of the provisions of these Terms or stops using the Software and/or Service, it will not bear any liability to the other because of such termination.

6.4 Termination of the Service. FINDO may deactivate Your account and remove all of Your Content and/ or may stop the Service and/or your ability to use the Software without any notice in any case including but not limited to the breach of these Terms by You. In the event FINDO erroneously terminates Your ability to use the Software and/or the Service, or erroneously deactivates Your account, FINDO will refund to you any payments made for the Software and/or Service that You were unable to use due to such termination or deactivation. In the case of the breach of these Terms by You, payments for purchased Software and/or Service will not be refunded.

6.5 If you are using the Service, You may contact FINDO by e-mail at [support@findo.com](mailto:support@findo.com) to de-activate Your login (account) and cease Your use of the Service at any time. If you are using the Software, you may cease your use of the Software at any time by deleting the Software from your system.

6.6 The following provisions will survive any expiration or termination of this Agreement: Sections 1, 2, 4.7, 4.11, 5.3, 5.4, 5.5, 5.6, 6.2, 6.3, 6.5, 6.6, 7, 8, and 9.

## 7. COPYRIGHTS AND TRADEMARKS

Rights in the Service. FINDO and its Affiliates own, or otherwise have rights to, all right, title, and interest, including all related intellectual property rights, in and to the Website, Software, Service, the Service Marketing Materials, and any feedback provided by You or any other party relating to the Software, Service or Service Marketing Materials. All FINDO trademarks (including but not limited to FINDO®) are the intellectual property of FINDO or its Affiliates and are provided only for reference. FINDO does not grant You any license to use these trademarks.

## 8. APPLICABLE LAW

8.1 These Terms shall be governed by and construed in accordance with the laws of the State of Delaware, United States of America, without regard to or application of its conflicts of laws rules. Any action or proceeding arising out of or relating to these Terms shall be brought exclusively in a state or federal court of competent jurisdiction situated in the state of Delaware, and the parties expressly consent to the exclusive personal jurisdiction of such courts for such purpose.

8.2 These Terms will not be governed by the conflict of law rules of any jurisdiction or the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.

## 9. GENERAL

9.1 FINDO may subcontract, delegate, transfer and assign its rights, duties, and obligations hereunder (or any part thereof) to a third party at any time without notice to You or Your consent.

9.2 Force Majeure. FINDO will not be liable for, or be considered to be in breach of or default under these Terms on account of, any delay or failure to perform as required by these Terms as a result of any cause or condition beyond FINDO's reasonable control.

9.3 Foreign Corrupt Practices Act. In conformity with the United States Foreign Corrupt Practices Act, You and Your employees and agents will not directly or indirectly make and offer payment, promise to pay, or authorize payment, or offer a gift, promise to give, or authorize the giving of anything of value for the purpose of influencing an act or decision of an official of any government, including the United States Government (including a decision not to act), or inducing such a person to use his influence to affect any such governmental act or decision in order to assist FINDO in obtaining, retaining, or directing any such business.

9.4 If any claims, actions, proceedings, or lawsuits are brought against You in connection with your use of the Software and/or the Service, You shall promptly inform FINDO of the same, but in no event later than ten (10) days from the date you first learned of the matter. You shall carry out all necessary actions to provide FINDO with the possibility, at its election, of taking part in such claim, action, proceeding or lawsuits in court, and You shall provide FINDO with all information necessary for settlement of the corresponding claims or lawsuits, not later than in ten (10) days from the date of receipt of an inquiry from FINDO.

9.5 Waiver. The failure of either party to enforce compliance with any provision of these Terms shall not constitute a waiver of such provision unless accompanied by a clear written statement that such provision is waived. A waiver of any default hereunder or any of the terms and conditions of these Terms shall not be deemed to be a continuing waiver or a waiver of any other default or of any other term or condition, but shall apply solely to the instance to which such waiver is directed. Except as expressly provided herein to the contrary, the exercise of any right or remedy provided in these Terms shall be without prejudice to the right to exercise any other right or remedy provided by law or equity.

9.6 Severability. If any part of these Terms is found to be illegal, unenforceable, or invalid, the remaining portions of these Terms will remain in full force and effect. If any material limitation or restriction on the grant of any rights to You under these Terms is found to be illegal, unenforceable, or invalid, the right granted will immediately terminate.

9.7 Interpretation. The headings appearing at the beginning of several sections contained in these Terms have been inserted for identification and reference purposes only and shall not be used to construe or interpret these Terms.

9.8 Entire Agreement. These Terms is the final and complete expression of the agreement between You and FINDO regarding the use of the Software and/or Service. These Terms supersede all previous oral and written communications regarding these matters, including any marketing materials or documentation provided by FINDO prior to the entry into these Terms, unless specifically referred to and incorporated in these Terms. No employee, agent, or other

representative of FINDO has any authority to bind FINDO with respect to any statement, representation, warranty, or other expression unless the same is specifically set forth in these Terms. No usage of trade or other regular practice or method of dealing between the parties will be used to modify, interpret, supplement, or alter these Terms. No modification of these Terms, or of any provision hereof shall be effective unless it is contained in a writing signed or otherwise consented to, as applicable, by both You and FINDO.

#### 10. Effective Date.

The effective date of these Terms of Use is May 12, 2017.

## **PRIVACY POLICY**

Findo, Inc. ("Findo", "we", "our" or "us"), a Delaware corporation, collects Personal Information about you when you use the Findo Application ("App") through our website, or access, install, use or copy Findo Software on your computer or mobile devices, and through other interactions and communications you have with us (collectively, the "Services"). Our privacy policy describes what data we collect and how we use and share that data. BY USING THE SERVICES, YOU CONSENT TO THE COLLECTION, USE AND TRANSFER OF YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY AND THE FINDO TERMS OF USE. WE DO NOT SHARE, RENT OR SELL YOUR PERSONAL INFORMATION, OR ANY OF YOUR CONTENT, EXCEPT AS DESCRIBED IN THIS PRIVACY POLICY.

**Scope and Application.** Findo is committed to maintaining your privacy. This Privacy Notice explains our privacy practices, including the types of information that you may provide to us, how we use such information and the choices you have regarding our use of that information. Our Privacy Notice applies to a) Individuals who participate in the Services by registering through the Website or mobile device ("Users"), b) casual visitors to our Website ("Site Visitors"), and c) individuals who access, install, copy, or use the Software on their computers or mobile devices (whether alone or bundled with third party products) (collectively "You").

**Information we collect and how we use it.** We collect information to provide our services to you and to improve these services on an ongoing basis. Our Services processes the content of any of the local and/or cloud-based accounts or services that you authorize, such as email, email attachments, documents, images and contacts; then builds a search index of this content ("Content"). This index then allows you to search your Content in an easy, user-friendly manner to find that important information you are looking for.

Information you provide or that we collect from you falls into 3 broad categories: Personal Information, Activities Information, and Anonymous Information.

- **Personal Information.** We use the term "Personal Information" to mean any information that could reasonably be used to identify you. Personal Information will be collected as part of our normal operations in order to provide and improve our services. For example, our registration requires your name and e-mail address. To create Content for your searches, you may provide access to your local or cloud-based emails,

documents, contacts, images and/or social networks data. To enable us to better understand the characteristics of our users and to provide services tailored to your needs, we will also collect Metadata (<http://techterms.com/definition/metadata>), and we may need link your Personal Information with Anonymous Information or Other Information. ANY INFORMATION LINKED WITH YOUR PERSONAL INFORMATION WILL BE TREATED AND PROTECTED AS PERSONAL INFORMATION UNDER THIS PRIVACY NOTICE.

- Activities Information. Activities Information is information collected by so-called “persistent identifiers” such as cookies. Unlike Personal Information, Activities Information does not directly identify a particular person; the information, however, is or can potentially be linked to a particular computer or device.
- Anonymous Information. Anonymous Information is information that does not identify you, and may include statistical information concerning, for example, your visits to our Website or the pages on our Site that you visit most frequently.
- PLEASE NOTE: Sensitive Personal Information. We do not collect sensitive information from you such as medical, financial, confidential or proprietary information. When you use our Services, we strongly suggest that you do not include any such information.

Information You May Provide in order to use our services. You may provide the login information to the services that you would like us to connect to on your behalf to build your index. You may provide us the names of folders on your desktop, laptop or external drives. You may provide:

- Personal Information for Registration. When you choose to register with us, we will collect certain Personal Information, such as name, email address in order to set up your Findo account, to provide you with our Service, to respond to your inquiries, and fulfill your requests. We may also use this information to periodically send marketing materials and informational notices as described below. You also have the option of submitting a photo.
- Registration with Social Media. Should you choose to register by using your Facebook or Google account, in addition to the email you provide us to access the account, we will collect any necessary Metadata that uniquely identifies you within such websites, in order to provide our service.
- Questionnaires and Surveys. You may choose to participate in surveys and questionnaires, which we may post on the Site from time to time. We use these responses for the purposes of monitoring or improving the use and appeal of our Service. We may also ask in some instances, that in addition to providing your responses, you also provide Personal Information in order for us to contact you directly if we have a question that could help clarify your response.
- User Communications. Should you need or want to communicate with us through [support@findo.com](mailto:support@findo.com), we keep this information in order to answer your questions and help improve the quality of our service and our support.

Information collected when you use our services.

Activities Information. We and certain service providers operating on our behalf (i.e. Google Analytics, a third-party tracking service) collect Activities Information with respect to our

Services. The following further summarizes the Activities Information that is collected and how it is used:

- **IP Addresses; Logs.** We may automatically receive and record information in our server logs from your browser or device, including your IP address (the Internet address of your computer), the type and version of your web browser, referrer addresses, device manufacturer and model, access codes and tokens, language, name and version of the Services (such as the Findo App and/or Software) you are using and other generally-accepted log information. We may also record page views (hit counts) and other general statistical and tracking information to improve our services. This information will be aggregated to understand how our Website is being used, and for security and monitoring purposes.
- **Cookies.** A cookie is a small amount of data, which often includes an anonymous unique identifier, which is sent to your browser from a website's computer and stored on your computer's hard drive. We may use cookies and certain internal product features to collect usage statistics (including but not limited to number of installs, number of notifications shown, average session length) to provide you with a tailored user experience and to improve our service going forward.
- We also use Google Analytics to track and report website traffic, which uses cookies to track visitors to our site and collects aggregate information to capture usage and volume statistics.
- **Click-Throughs.** We may send email messages, which use a "click-through URL" linked to content on our Website. When you click one of these URLs, you pass through our web server before arriving at the destination web page. We track click-through data to help determine interest in particular topics and measure the effectiveness of our customer communications. If you prefer not to be tracked, simply do not click text or graphic links in the email.
- **Tags.** We may use so-called "pixel tags" which are small graphic images (also known as "web beacons" or "single-pixel GIFS"), to tell us which parts of our website have been visited or to measure the effectiveness of searches customers perform on our Site. Pixel tags also enable us to send email messages in a format customers can read, and they inform us whether emails have been opened, to help ensure that our messages are of interest to our Users.
- **Mobile Application Usage.** When you use the Findo App for mobile devices, we and our service providers may track and collect App usage data, such as the date and time the App on your device accesses our servers.

**Anonymous Information.** We may collect Anonymous Information through features of the software supporting the Services to analyze the effectiveness of our Site, to improve our Service, and for other similar business purposes. In addition, from time to time, we may undertake or commission statistical and other summary analyses of the general behavior and characteristics of users of our Service and the characteristics of visitors at our Site, and may share Anonymous Information with third parties. Generally:

- Site Visitors. The only information we collect from Site Visitors will be Anonymous Information that does not identify the visitor in any way.
- Questionnaires and Surveys. Our Web Site may allow Site Visitors and Users to participate in surveys and questionnaires, which we may post on the Site from time to time.
- Computer Configuration. We may collect information about your operating system and browser when you visit or use our Web Site to determine if your computer is compatible with our system.

**Other Business Purposes.** We use information we collect for our business purposes, such as data analysis, audits, fraud monitoring and prevention, developing new products, enhancing, improving or modifying our Service, identifying usage trends, determining the effectiveness of our promotional campaigns and operating and expanding our business activities.

**Protecting Rights.** We may use Personal Information as we believe to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal processes; (c) to respond to requests from public and government authorities including public and government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations or those of any of our Affiliates; (f) to protect our rights, privacy, safety or property, and/or that of our Affiliates, you or others; and (g) to allow us to pursue available remedies or limit the damages that we may sustain. Findo has an obligation to cooperate with local, federal, or state authorities if this service is used for illegal activity, including but not limited to, terrorism.

**Your choice and consent.** Please read this Privacy Notice carefully. Providing your Personal Information to us through our Services confirms your agreement to be bound by this Privacy Notice.

**FINDO CURRENTLY DOES NOT SHARE, SELL OR RENT YOUR PERSONAL INFORMATION WITH AFFILIATES FOR THEIR DIRECT MARKETING PURPOSES.** If this changes, we will post an update to this policy and email you with instructions on opting-out.

**Informational Notices and Bulletins; Marketing.** Periodically, we may send news, bulletins, marketing materials, or other information to you in the interest of improving our services, or developing and offering new features. If you haven't opted out, as described in Choice above, we or our Affiliates may use Personal Information to send communications and bulletins.

**Receiving Electronic Communications from Us.** You can choose to opt-out of receiving bulletins, updates, Findo newsletters, or other marketing-related materials by clicking on the unsubscribe link on the bottom of each Marketing e-mail.

**Exceptions.** Please understand that if you choose not to receive marketing-related messages from us, we may still send you important administrative messages, such as notices concerning operation of this Website and the Service, legal and other related notices concerning your relationship with Findo. You cannot opt-out from receiving administrative messages.

**Access to and correction of your data.** If you would like to review, correct, update, or delete Personal Information you have previously provided to Findo, please contact us at [support@findo.com](mailto:support@findo.com).

In your request, please make clear what Personal Information you would like to have changed or what other limitations you would like to put on our use of Personal Information you have provided to us. We may request information from you for purposes of verifying your identity before fulfilling such requests. While we will try to comply with your requests to delete your Personal Information from our databases, please understand that it may take up to one month to remove this information completely. We will try to comply with your requests made in accordance with this section as soon as reasonably practicable.

Retention and deletion of your data. We retain Personal Information for the period needed in order to provide your Services and maintain our business and customer records. Findo has appropriate data retention and disposal processes in place to ensure dispose of Personal Information in a manner that is designed to protect against loss, theft, misuse, or unauthorized access.

Should you decide to unsubscribe from Findo, by emailing [support@findo.com](mailto:support@findo.com), your account access will be removed within 24 hours.

Disclosures to Third Parties. We may disclose your Personal Information in the following ways:

- Findo Affiliates. By “Affiliate,” we mean an entity that controls, is controlled by, or is under common control with Findo, whether the control results from equity ownership, contract, overlapping management, or otherwise. We share information that you provide or that we collect with Affiliates located worldwide, for all of the purposes described in this Privacy Notice, including, without limitation, for the provision of technical support to you.
- Findo Vendors. We may employ non-affiliated third party vendors to perform functions on our behalf, such as hosting or maintaining the Website, providing services related to the Service, collecting information, billing, responding to and sending electronic mail, or other functions necessary to our business. We may need to share your Personal Information with these companies (collectively, “Vendors”) in order to allow them to perform such functions. We demand they have adequate security measures in place before authorizing them to use your personal information only as necessary to provide these services to you. For example, Intercom’s Privacy Policy may be reviewed here: <https://docs.intercom.io/pricing-privacy-and-terms/intercom-inc-privacy-policy>
- Transfer of Assets. In connection with a sale or other corporate transaction of all or substantially all of the assets of the business entity responsible for the information under this Notice, it may be necessary to transfer to a third party information it collects, including any Personal Information.
- Protecting Rights. Findo may disclose Personal Information as we believe to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to respond to requests from public and government authorities including public and government authorities outside your country of residence; (c) to enforce our terms and conditions; (d) to protect our operations or those of any of our Affiliates; (e) to protect our rights, privacy, safety or property, and/or that of our Affiliates, you or others; and (e) to allow us to pursue available remedies or limit the

damages that we may sustain. Findo has an obligation to cooperate local, federal, state authorities if this service is used for illegal activity, including but not limited to terrorism.

**Security and Location of our servers.** We have put in place security systems designed to protect against unauthorized access to or disclosure of Personal Information you provide to us, and we take reasonable steps to secure and safeguard this Information. Findo employs trusted, state-of-the-art, and compliant servers to store all data. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us of the problem by contacting us at [support@findo.com](mailto:support@findo.com).

It is our goal to use and handle information collected in a responsible manner. For one, we strive to limit our use of information that we collect as set forth herein. We also take reasonable measures to secure your information by physical, legal, and technological means, such as storing your information on secure servers, located on premises that permit access only to authorized Findo personnel, encryption of data transfers (such as information contained on registration and profile pages) and provision of the technical ability to protect your account with a password. In spite of such precautions, the security of your information cannot be absolutely guaranteed. First, we believe that no security system is impenetrable or fail-proof.

Further, Findo cannot control what data are stored in the accounts you choose to connect to our Service, or your handling or treatment of your information. Therefore, you must exercise sound judgment with regard to your data, including without limitation to forming your own assessments as to the propriety, risks, and sensitivities with regard to the information you transmit.

In the unlikely event that we believe that the security of your personal information in our possession or control may have been compromised, we may attempt to notify you electronically as quickly as possible under the circumstances so that you can take appropriate protective steps. By using Findo or providing personal information to us, you consent to our use of email as a means of such notification. If you prefer for us to use another method to notify you in this situation, please email us at [support@Findo.io](mailto:support@Findo.io) with the alternative contact information you wish to be used. In addition, we may post a notice on our website if a security breach occurs.

**WE RESTRICT ACCESS TO YOUR PERSONAL INFORMATION TO FINDO EMPLOYEES, CONTRACTORS AND AFFILIATES ON A NEED TO KNOW BASIS.** These individuals are screened and bound by confidentiality obligations and may be subject to discipline, up to and including termination and criminal prosecution, if they fail to meet these obligations.

**Consent to Worldwide Transfer and Processing of Personal Data.** Your information may be stored and processed in any country in which Findo and its Affiliates maintain facilities. In this regard, or for purposes of sharing or disclosing, Findo reserves the right to transfer information outside of your country. By using the Service, you consent to any such transfer of information outside of your country for the purpose of enabling you to use the Service.

**Monitoring and enforcement.** Findo uses a self-assessment approach to assure compliance with this Privacy Notice and periodically verifies that the Privacy Notice is accurate, comprehensive for the information intended to be covered, prominently displayed, and accessible. We encourage

users to raise any concerns by contacting us at [support@findo.com](mailto:support@findo.com), and we will investigate and attempt to resolve any complaints and disputes regarding use and disclosure of Personal Information.

PARTICIPATION BY CHILDREN AND MINORS DUE TO FEDERAL LAW (CHILDREN'S ONLINE PRIVACY PROTECT ACT), YOU MUST BE AT LEAST 13 YEARS OLD TO USE OUR SITE AND SERVICES. IF YOU ARE BETWEEN 13 AND THE APPLICABLE AGE OF MAJORITY, PLEASE REVIEW THIS AGREEMENT WITH YOUR PARENT OR GUARDIAN. Due to federal law (as reflected in the Children's Online Privacy Protection Act), YOU MUST BE AT LEAST 13 YEARS OLD TO USE OUR SITE AND SERVICES. IF YOU ARE BETWEEN 13 AND THE APPLICABLE AGE OF MAJORITY, PLEASE REVIEW THIS AGREEMENT WITH YOUR PARENT OR GUARDIAN.

Changes to Privacy Notice. From time to time, Findo may change its Privacy Notice. If we make any material changes, we will post the new Privacy Notice at the privacy link on our Website. We encourage you to periodically review this policy and the Terms of Use to ensure you understand our practices.

Relationship to Terms of Use and other contracts. This Privacy Notice should be read in conjunction with our Terms of Use and the provisions of our Terms of Use are incorporated herein. To the extent the Terms of Use conflict with the terms of this Privacy Notice, the terms of this Privacy Notice will control. Moreover, to the extent this Privacy Notice conflicts with the terms and conditions of any specific agreement you enter with us, the terms and conditions of such specific agreement will control.

California Residents. California Civil Code Section 1798.83 allows California residents once a year to request a list of what Personal Identifiable Data we have disclosed to third parties for that their direct marketing purposes in the preceding calendar year, and the names and addresses of those third parties. Requests are free of charge.

Under Section 1798.83, we currently do not share any Personal Information with third parties for their direct marketing purposes. If we do decide to share your Personal Identifiable Information with third parties for their marketing purposes, you may opt-out of this disclosure at any time by submitting a request [support@findo.com](mailto:support@findo.com).

Contact us. If you have any questions about this Privacy Notice, the practices of this Site and our Service, please contact us at: [support@findo.com](mailto:support@findo.com)

Copyright Policy:

### **Complaints regarding content processed through the Findo Software and/or Service --**

Findo respects the intellectual property rights of others and desires to offer a platform which contains no content that violates those rights. Our Terms of Use require that information submitted by users be lawful and not in violation of the rights of third parties. To promote these objectives, Findo provides a process for submission of complaints concerning data submitted by our users. Our policy and procedures are described and/or referenced in the sections that follow.

Please note that whether or not we disable access to or remove content, Findo may make a good faith attempt to forward the written notification, including the complainant's contact

information, to the user who posted the content and/or take other reasonable steps to notify the user that Findo has received notice of an alleged violation of intellectual property rights or other content violation. It is also our policy, in appropriate circumstances and in our discretion, to disable and/or terminate the accounts of users, or groups as the case may be, who infringe or repeatedly infringe the rights of others or otherwise post unlawful content.

Please note that any notice or counter-notice you submit must be truthful and must be submitted under penalty of perjury. A false notice or counter-notice may give rise to personal liability. You may therefore want to seek the advice of legal counsel before submitting a notice or a counter-notice.

### **Claims regarding copyright infringement**

Notice of Copyright Infringement:

Pursuant to the Digital Millennium Copyright Act (17 U.S.C. § 512), Findo has implemented procedures for receiving written notification of claimed infringements. Findo has also designated an agent to receive notices of claimed copyright infringement. If you believe in good faith that your copyright has been infringed, you may complete and submit a written communication which contains:

1. An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest;
2. A description of the copyrighted work that you claim has been infringed;
3. A description specifying the location on our website of the material that you claim is infringing;
4. Your email address and your mailing address and/or telephone number;
5. A statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and
6. A statement by you, made under penalty of perjury, that the information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

**Please submit your notice to Findo's Copyright Agent as follows: by email at [copyright@findo.com](mailto:copyright@findo.com)**

**Or contact us by mail at:**

Findo, Inc.

ATTN: Copyright Agent, to special attention of Gary A. Fowler

68 Willow Road,

Menlo Park, CA 94025, USA

Counter-Notice:

If you believe that a notice of copyright infringement has been improperly submitted against you, you may submit a Counter-Notice, pursuant to Sections 512(g)(2) and (3) of the Digital Millennium Copyright Act. You may provide a written communication which contains:

1. Your physical or electronic signature;
2. Identification of the material removed or to which access has been disabled;
3. A statement under penalty of perjury that you have a good faith belief that removal or disablement of the material was a mistake or that the material was misidentified;
4. Your full name, your email address, your mailing address, and a statement that you consent to the jurisdiction of the Federal District court (i) in the judicial district where your address is located if the address is in the United States, or (ii) located in the Northern District of California (Santa Clara County), if your address is located outside the United States, and that you will accept service of process from the Complainant submitting the notice or his/her authorized agent.

Please submit your Counter-Notice to Findo Copyright Agent as specified above.

Effective Date. The effective date of this Privacy Policy is May 12, 2017.

## **SUPPORT**

Our FAQ is designed to provide a complete self-service support option. You can find it on Findo.com, or here <https://findohelp.zendesk.com/hc/en-us>.

If you would like to contact support directly, you can immediately connect to an expert by using our in-App chat found on our website. You can also contact us at [support@findo.io](mailto:support@findo.io). You can find out more by visting <https://findo.com/>.