

## Outlearn Privacy Policy

Effective date: April 15, 2026

This Privacy Policy outlines how Helpjuice, Inc. and its affiliated entities (“Helpjuice,” “we,” “us,” or “our”) process information relating to individuals who access or use our products and services, including the Helpjuice platform and Outlearn, as well as any associated websites, applications, integrations, functionality and other online services that link to this Privacy Policy (collectively, the “Service”), and through other interactions with us.

By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

### 1. Definitions

“Service” The Outlearn AI chatbot platform used for customer support and automated assistance.

“Personal Data” Information that identifies or can reasonably be linked to an individual.

“Conversation Data” Messages, prompts, responses, and related metadata exchanged between end users and the Outlearn chatbot.

“Usage Data” Data collected automatically through use of the Service.

“Cookies” Small files stored on a user’s device.

“Data Importer” Outlearn, Inc.

“User” Any person or entity using the Service, including Customer end users.

“Processing” means any operation performed on Personal Data, including collection, storage, organization, retrieval, use, disclosure, analysis, or deletion, whether by automated means or otherwise.

“Sub-processor” means a third party engaged by Outlearn to process Personal Data on behalf of the Customer in connection with the Service.

### 2. Role of the Parties

Where Outlearn processes Personal Data on behalf of a customer, the customer acts as the Data Controller and Outlearn acts as a Data Processor.

Outlearn processes Personal Data only on documented instructions from the customer, except where processing is required by applicable law.

### 3. Information We Collect

Personal Data may include name, email address, conversation content, metadata, authentication details, and feedback.

Conversation and AI Interaction Data is processed to generate automated responses, improve accuracy, ensure reliability, and detect misuse.

Usage Data includes IP address, browser type, device information, and interaction logs.

We process Personal Data provided directly by customers and their end users, as well as data generated through use of the Service. This may include identifiers, professional information, communication content, system metadata, and technical usage data. Outlearn does not intentionally collect or process special categories of Personal Data.

Cookies are used to operate, secure, and analyze the Service.

Cookies and similar technologies are used to ensure the proper functioning, security, and performance of the Service. These technologies may collect information about user interactions, preferences, and device characteristics.

Users may control cookie preferences through their browser settings.

### 4. How We Use Data

We process Personal Data solely for the purposes of providing, maintaining, and improving the Service, including enabling AI-powered functionality such as content retrieval, summarization, and automated response generation.

We do not process Personal Data for purposes that are incompatible with those described in this Privacy Policy.

- To operate and maintain the Service
- To generate automated support responses
- To improve AI performance
- To provide customer support
- To monitor security and prevent abuse

### 5. AI Processing & Automated Decision-Making

Outlearn uses machine learning and AI models to process Customer Data for the purpose of generating responses and improving Service functionality.

Customer Data is processed only to provide the Service

Customer Data is not used to train generalized or shared AI models

AI-generated outputs based on Customer Data remain under the control of the Customer

AI processing is limited to the data sources configured by the Customer

Outlearn does not make decisions that produce legal or similarly significant effects without human involvement.

#### 6. Legal Basis for Processing (GDPR)

Processing is based on contract performance, legitimate interests, consent, or legal obligations.

#### 7. Data Retention

Outlearn retains Personal Data only for as long as necessary to fulfill the purposes described in this Privacy Policy, to comply with legal obligations, and to resolve disputes.

Upon request by the Customer, Personal Data will be returned or securely deleted, unless retention is required by applicable law.

#### 8. Data Transfers

Data may be transferred internationally with reasonable safeguards in place.

#### 9. Disclosure of Data

Data may be shared with service providers or disclosed for legal compliance.

Outlearn may engage third-party service providers (“sub-processors”) to support the delivery of the Service. These providers are authorized to process Personal Data only as necessary to perform services on our behalf and are contractually required to implement appropriate data protection safeguards.

Outlearn remains responsible for the acts and omissions of its sub-processors with respect to Personal Data processing.

#### 10. Security

Outlearn implements appropriate technical and organizational measures designed to protect Personal Data, including:

- Access controls based on least privilege principles
- Monitoring and logging of system activity

- Secure development and testing practices
- Incident detection and response procedures

These measures are designed to ensure a level of security appropriate to the risk associated with the processing of Personal Data.

#### 11. Add New Section: “International Data Transfers”

##### International Data Transfers

Personal Data may be transferred to and processed in countries other than the country in which it was collected.

Where required, Outlearn implements appropriate safeguards, including Standard Contractual Clauses or equivalent legal mechanisms, to ensure that Personal Data remains protected in accordance with applicable data protection laws.

#### 12. Your Rights

Users may request access, correction, deletion, restriction, portability, or withdrawal of consent.

Where Outlearn processes Personal Data on behalf of a Customer, requests to exercise data protection rights should be directed to the relevant Customer. Outlearn will assist Customers in responding to such requests where required by applicable law.

#### 13. Children’s Privacy

The Service is not directed to, and should not be used by, individuals under the age of 18.

Outlearn does not knowingly process Personal Data of children as defined under applicable data protection laws. Customers are solely responsible for determining whether their use of the Service involves the processing of Personal Data of minors and for ensuring compliance with all applicable legal requirements, including obtaining verifiable parental consent where required.

If Outlearn becomes aware that it has processed Personal Data of a child without a valid legal basis, Outlearn will promptly take steps to delete such data or otherwise restrict its processing.

#### 14. Third-Party Links

Outlearn is not responsible for external privacy practices.

#### 15. Policy Updates

This policy may be updated periodically.

#### 16. Confidentiality and Access Controls

Access to Personal Data is restricted to authorized personnel who require such access to perform their duties.

All personnel are subject to confidentiality obligations and receive appropriate training on data protection and security practices.

#### 17. Google OAuth and Google API Data Usage

Outlearn uses Google OAuth solely to allow users to sign in to their Outlearn account.

When you choose to sign in with Google, we may access basic profile information such as your name, email address, and Google account identifier for authentication and account management purposes only.

Outlearn's use and transfer of information received from Google APIs complies with the Google API Services User Data Policy, including the Limited Use requirements.

We do not:

- Sell Google user data
- Use Google user data for advertising
- Use Google user data to train generalized AI or machine learning models
- Google user data is used strictly for authentication and account access functionality.

#### 18. Contact

Email: [support@outlearn.com](mailto:support@outlearn.com)

Company: Outlearn