



Dyna Software Inc.

Privacy Policy

Effective as of: September 15, 2026

Last updated: September 15, 2026

This privacy policy (the “**Privacy Policy**”) explains how Dyna Software Inc. and our affiliated companies (collectively, “**Dyna**”, “**we**”, “**our**” or “**us**”) collect, use, process, disclose, and retain your personal information when you access or use our website at <https://dynasoftwareinc.com> and any other websites linked to it except for those related to our Platform CoPilot product which has their own privacy policy (the “**Site**”).

Our privacy practices are subject to applicable laws in the places in which we operate, which means that we engage in the practices described in this policy in a particular country or region only as permitted under the laws of such jurisdiction.

If you are a resident of the State of California, which has enacted the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 (as amended, the CCPA), a separate privacy policy is applicable to you and can be found at the Site.

In this Privacy Policy, “**Personal Information**” means any information that is related to an identified or reasonably identifiable natural person, or as otherwise defined under applicable law. The types of Personal Information we collect about you depend on your interactions with us and are described in more detail below.

Please review this Privacy Policy carefully. If you do not accept this Privacy Policy, please do not use our Site.

1. Types of Information We Collect

Personal Information That You Provide Directly To Us:

The following describes the types of information that we may collect from you when you provide it directly to us while you access our Site, and how we use that information.

- (a) **Feedback, Support.** We collect Personal Information from you that is contained in any communication that you submit to us, e.g. in online forms, calls, or emails with general inquiries, support requests, to provide feedback or to report an issue. We collect this information because we have a legitimate interest in receiving, and acting upon, your feedback, issues, or inquiries.

- (b) Your Communications with Us.** We may collect your name, company name, phone number and email address when you sign up for one of our mailing lists, request a demo or email us through the Site. We may share information about our products and services if you consent to receive such information. We collect this information because we have a legitimate interest in sharing information about our products or services.

Personal Information That We Automatically Collect

The following describes the types of information that we may automatically collect from you when you access our Site and how we use that information.

- (c) Cookies.** Like many websites, our Site uses cookies to analyze visits to our website and help us improve our website, services and marketing campaigns. Most web browsers are set to accept cookies by default. If you prefer, you can usually set your browser to remove or reject cookies. Please follow your browser's process for doing so. Please note that if you choose to remove or reject cookies, this could affect the availability and functionality of our websites.
- (d) Website interactions.** We use technology to monitor how you interact with our Site. This may include which links you click on, or information that you type into our online forms. This may also include information about your device or browser. We collect this information because we have a legitimate interest in understanding how you interact with our website to improve it, to understand your preferences and interests in order to select offerings that you might find most useful, and to detect and prevent fraud.
- (e) Web logs.** We collect information about your browser type, operating system, Internet Protocol (IP) address, domain name, click-activity, referring website, and date and time stamp of your visits to our Site. We collect this information because we have a legitimate interest in monitoring our networks and the visitors to our websites.

2. Use and Processing of Personal Information

We collect and use Personal Information for various purposes, including:

- to operate, maintain, and improve our Site;
- to provide you with information about products or services that you request from us;
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, or to take action regarding violations of our policies;
- to notify you about changes to our Site or obtain any required consent;
- for industry analysis, benchmarking, analytics, marketing, and other business purposes;
- to track your browsing behaviour, such as the pages you visited over time, for analytics and advertising purposes;
- to contact you for marketing purposes, in accordance with your marketing preferences;
- to promote our products or services;
- to protect the rights, property, or safety of Dyna, its affiliates, employees, agents, or others;
- or
- to defend against a legal claim.

3. Legal Basis for Collecting and Processing Your Personal Information

Our legal basis for collecting and processing your Personal Information include:

- (a) our legitimate interests in protecting our Site from abuse, fraud, or security risks;
- (b) your consent when we ask for your consent to process your Personal Information for a specific purpose that we communicate to you. You have the right to withdraw your consent at any time; and
- (c) compliance with our legal obligations when we use your Personal Information to comply with applicable law or when we protect our or our affiliates', users', or third parties' rights, safety, and property.

4. Disclosure of Personal Information

We may share your Personal Information in the following circumstances:

- (a) **Vendors and Service Providers:** To assist us in meeting business operations needs and to perform certain services and functions, we may provide Personal Information to vendors and service providers, including providers of hosting services, customer service vendors, cloud services, email communication software, web analytics services, and other information technology providers, among others. Pursuant to our instructions, these parties will access, process, or store Personal Information only in the course of performing their duties to us.
- (b) **Corporate Transactions:** If we are involved in strategic transactions, reorganization, bankruptcy, receivership, or transition of service to another provider (collectively, a "**Transaction**"), your Personal Information and other information may be disclosed in the diligence process with counterparties and others assisting with the Transaction and transferred to a successor or affiliate as part of that Transaction along with other assets.
- (c) **Legal Requirements:** We may share your Personal Information, including information about your interaction with our Site with government authorities (i) if required to do so by law or in the good faith belief that such action is necessary to comply with a legal obligation, (ii) to protect and defend our rights or property, (iii) if we determine, in our sole discretion, that there is a violation of our terms, policies, or the law; (iv) to detect or prevent fraud or other illegal activity; (v) to protect the safety, security, and integrity of our products, employees, or users, or the public, or (vi) to protect against legal liability.
- (d) **Affiliates.** We may disclose Personal Information to our affiliates, meaning an entity that controls, is controlled by, or is under common control with Dyna. Our affiliates may use the Personal Information we share in a manner consistent with this Privacy Policy.
- (e) **Aggregated, Anonymized or De-identified Data.** We may also disclose aggregated, anonymized, or de-identified information, which cannot reasonably be used to identify you.

5. Retention of Your Personal Information

We keep Personal Information as long as it is necessary or relevant for the purposes for which it was collected. We also keep information as required by applicable laws and regulations.

6. How We Protect Your Personal Information

We implement security measures designed to protect your Personal Information from unauthorized access. We protect your Personal Information through technical and organizational security measures to minimize risks associated with data loss, misuse, unauthorized access or disclosure and alteration.

We periodically review our information collection, storage and processing practices to guard against unauthorized access to systems. Your account is protected by your account password and we urge you to take steps to keep your Personal Information safe by not disclosing your password and by logging out of your account after each use.

Because the internet is not a completely secure environment, we cannot warrant the security of any information you transmit to us or guarantee that information you provide through the Site may not be accessed, disclosed, altered and/or destroyed by breach of any of our physical, technical and/or managerial safeguards.

In addition, while we take reasonable measure to ensure that service providers keep your information confidential and secure, such service provider's practices are ultimately beyond our control. We are not responsible for the functionality, privacy or security measures of any other organization.

By using our Site, you acknowledge that you understand and agree to assume these risks.

7. Your Choices Regarding Your Personal Information

Consistent with applicable law, you may exercise any of the following choices with respect to your Personal Information. Please note that we may ask you to verify your identity and request before taking further action on your request.

- (a) **Access and Data Portability.** In certain jurisdictions, applicable law may entitle you to request access to or copies of your Personal Information store by us. You may also be entitled to request copies of Personal Information that you have provided to us in a structured, commonly used, and machine-readable format and/or request us to transmit this information to another service provider (where technically feasible).
- (b) **Correction.** You may review and modify your account and profile information by logging into your online account at any time.
- (c) **Deletion.** In certain jurisdictions, applicable law may entitle you to request deletion of your Personal Information stored by us. Please note that even if you request the deletion of your Personal Information, we may retain and/or use your Personal Information to:

- i. exercise our legitimate business interests, such as fraud detection and prevention and enhancing safety against malicious, deceptive, fraudulent or illegal activity, and/or to prosecute those responsible for such activity;
 - ii. establish, exercise or defend legal claims, or comply with applicable law;
 - iii. perform our contract to which you are a party or in order to take steps at your request prior to entering into a contract;
 - iv. perform a task carried out in the public interest or in the exercise of official authority vested in us;
 - v. Identify, debug and/or repair errors that impair intended functionality;
 - vi. exercise free speech, and ensure the right of others to exercise their free speech or another right provided by law;
 - vii. complete a transaction and/or provide a product or service requested by you or reasonably anticipated by you within the context of the business relationship, or to otherwise perform the contract;
 - viii. protect your vital interests, or the vital interests of others; and,
 - ix. as otherwise permitted under applicable law.
- (d) **Marketing Communications.** You may opt out of receiving promotional communications from us by following the instructions in those communications. If you opt out, we may still send you non-promotional communications, such as those about your account or our ongoing business relations.
- (e) **Location Data.** When you first use any of our Sites that collect precise location information, you will be asked to consent to the Site's collection of this information. If you initially consent to our collection of this location information, you can subsequently stop the collection of this information at any time by changing the preferences on device.
- (f) **Cookies and Similar Tracking Technologies.** Like many websites, the Site uses cookies to analyze visits to our websites and emails and help us improve our website, services and marketing campaigns. Most web browsers are set to accept cookies by default. If you prefer, you can usually set your browser to remove or reject cookies. Please follow your browser's process for doing so. Please note that if you choose to remove or reject cookies, this could affect the availability and functionality of our websites.
- (g) **Other statutory rights.** Depending on your jurisdiction, you may have other statutory rights in relation to your Personal Information.

To exercise some these rights please submit your request by sending us an email to: privacy@dynasoftwareinc.com.

8. Modifications to our Privacy Policy

You acknowledge and agree that we may, in our sole discretion, modify or update this Privacy Policy by posting a revised version on the Site. The revised version will become effective immediately when it is published and shall then supersede any prior version. Your continued use of the Site after any such change constitutes your acceptance of any modifications to the Privacy Policy. We encourage you to check our policies regularly for updates.

9. Contact Information

For questions or complaints regarding our use of your Personal Information or this Privacy Policy, please contact us by email at: privacy@dynasoftwareinc.com.