Privacy Policy

Actionable Science, Inc.'s privacy practices for rezolve.ai and rapport.rezolve.ai and the Rezolve.ai platform and Rapport.

Version 3.1 · Effective 23 November 2026

INTRODUCTION

Actionable Science, Inc. (referred to herein as “we”, “our” and “Actionable Science”), respects the privacy of its customers, business partners, and users (individually referred to herein as “you” and "customer") of its applications and its websites, including rezolve.ai and rapport.rezolve.ai. This Actionable Science Privacy Policy (the "Privacy Policy") describes the information that we collect, how we obtain the information, and how we may use or disclose that information. This Privacy Policy also describes the measures we take to protect the security of the information and how individuals can contact us about our privacy practices. It is designed to meet the requirements of the EU and UK General Data Protection Regulation, the California Consumer Privacy Act, India's Information Technology Act, 2000 and its rules, and the Digital Personal Data Protection Act, 2023 and its rules, where they apply. This Privacy Policy is an electronic record under the Information Technology Act, 2000 and does not require a physical or digital signature.

This Privacy Policy describes our privacy practices with respect to the collection, use, and disclosure of personal information. As used herein, the term “Services” means our websites at rezolve.ai and rapport.rezolve.ai (the “Websites”), our hosted software applications (including the Rezolve.ai platform and Rapport), the Rapport Agent software and related support services. Sections marked “Rapport” apply only to Rapport. This Privacy Policy applies to all personal data collected and processed by Actionable Science, regardless of the manner in which the same is collected.

We categorize the personal data we receive as follows:

- Customer Data - Personal data provided by our customers about other individuals (including their employees and end users).
- Other Data - Personal data provided directly to us from the data subject. We also collect technical information about how our Services are used, such as IP address, browser type, operating system, device and account identifiers, and usage patterns. We use it, in de-identified or aggregated form where possible, to operate, secure and improve the Services. We are the controller of this information (“**Analytical Data**”).

Our customers are the controller of Customer Data and Actionable Science is the processor of Customer Data. Actionable Science the controller of “Other Data”.

INFORMATION WE COLLECT

Customer Data

Customers provide data to us for processing in connection with our Services.

Customer Data may be processed by us as a result of customer's use of the Services when our customers, or their end-users, input or upload information into the Services. For example, customers who use our applications may upload Customer Data about their employees.

Other Data

For creation of user accounts, you provide your name, email address, password, telephone number and correspondence address. You also provide billing details for invoicing purposes. Where you pay by card, your card details are collected and processed by our payment processor, Stripe; we do not receive or store full card numbers.

You may contact us for post-production support through our support portal facility. Your data (Name, Business Email Id, Your organization's name) is required to log a support request in our helpdesk.

We also collect data when you use the Services.

- Data - Our servers automatically collect information when you access or use the Services. This data is recorded in log files. Examples of such data include IP Address.
- Information that you input – The Services include a chatbot interface, into which you may input text at your discretion. Such text will include personal information should you include it in your submissions.
- Information we collect as you navigate through the Website - As you navigate through the Website, we may also collect details about your visits to our Website including, but not limited to, your usage patterns, traffic data, location data, logs and other communication data and the resources that you access, as well as information about your computer and internet connection, including your operating system and browser type. Our websites, including rapport.rezolve.ai, are hosted by Vercel, which may process request information such as IP address and browser details to deliver and protect the sites. Interactive examples on rapport.rezolve.ai run only in your browser and are not stored.
- Mobile Application - When you download and use our mobile application, we automatically collect information on the type of device you use, and operating system version.
- Subscription Data – You provide personal data to us as part of signing up for our newsletter on our websites. We may also collect personal information from you when you use interactive features of the Website, promotions, requesting customer support, or otherwise communicating with us.
- Contact Us Data – When you inquire about our products and services, we collect and store this data to communicate with you and respond to your inquiry.
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Data from Others

Actionable Science may receive your data from sources other than from you, such as social media websites and Google Analytics. Customers may also provide data about their users, which may include you if your use is affiliates with a customer of Actionable Science, that is necessary to create user accounts.

Actionable Science may collect and use information we receive from third parties in connection with your use of the Website. For instance, Actionable Science uses a third party for reporting and analytics to measure the effectiveness of our Website and marketing efforts, and to identify areas for improvement.

Cookies

We collect data through cookies.

Actionable Science uses cookies to help Actionable Science identify and track visitors, their usage of the Website, and their Website access preferences. Actionable Science visitors can control cookies through your browser settings.

For more details about how we use these technologies, please see our Cookie Policy.

RAPPORT

Rapport helps IT teams understand and fix problems on the computers their organisation manages. The organisation that subscribes to Rapport (our customer) decides which devices are enrolled and which features are enabled. For information collected from enrolled devices and from customer staff, the customer is the controller and Actionable Science is the processor.

Information collected from enrolled devices:

- Device and software inventory: device name, operating system, hardware, network interfaces, installed software and updates, and optionally an assigned-user identifier.
- Performance and reliability: processor, memory, disk, network and power measurements; the busiest processes by name only (no arguments or file paths); start-up, sign-in and resume times; application crash and hang summaries; network quality without network names.
- Workforce activity (off unless the customer enables it): daily active, idle and after-hours minutes and time by broad category (such as “browser” or “email”). Application names do not leave the device and results are shown only for groups of five or more devices.

Routine monitoring never collects keystrokes, screen content, clipboard contents, browsing history, or the content of documents or messages.

Support tools: the customer’s authorised IT staff can use support tools that run on a device when needed: the AI device assistant, scripts, and file transfer. These tools can access device content, such as files and command output. Without separate approval for each action, the AI device assistant can collect file metadata (such as names, paths

and sizes), read text files in log, crash-report and system-configuration folders, and run read-only commands; it reads other files only if the customer's IT staff approve. Scripts and file transfers require approval before they run, and every use is recorded in the customer's audit log.

Rapport includes AI features. They run when the customer's IT staff use them and, where the customer enables automated investigations, in the background. They send the information they use to the AI providers listed in our Sub-processor List, in the United States. Under our agreements with those providers, they do not keep this information after processing, except as those agreements permit, or use it to train their models. The AI device assistant is blocked from reading browser, email and messaging data on devices running Rapport Agent 1.1 or later.

Information about customer staff using the Rapport console: business email address, name, role, sign-in and multi-factor authentication records, and activity in the console.

Where Rapport data is stored: in the United States, on Supabase (running on Amazon Web Services, US East) and Vercel. Rapport does not currently offer hosting in other regions.

Retention: customers set how long each type of Rapport data is kept, from 1 day to 10 years (the audit log is kept for at least 365 days). Default periods are listed in the Rapport Data Processing Annex.

HOW WE USE YOUR DATA

How we use your personal data will depend on which Services you use and how you use those Services.

Customer Data will be used by Actionable Science in accordance with customer's instructions, including any applicable terms in the agreement between Actionable Science and the customer ("Customer Agreement"). Actionable Science is a processor of Customer Data and customer is the controller.

Other Data is used by us to provide our Services, provide you with product demos, contact you for direct marketing (in accordance with your preferences) and to allow you to comment on our blog sections. We also use this data to communicate with you by responding to your requests, comments and questions.

Lawful bases for processing

When we have lawful bases to process your personal data.

Where the GDPR applies, we process Other Data on the following bases:

Contract – to provide your account, the Services, billing and support.

Legitimate interests – to secure and improve our Websites and Services and to respond to enquiries. You may object to this processing.

Consent – for newsletters, direct marketing and non-essential cookies. You may withdraw consent at any time.

Legal obligation – to keep payment, tax and accounting records.

Vital interests – rarely, to protect you or another person.

For Customer Data, the customer as controller determines the lawful basis.

How we use Customer Data

We use your data to authenticate you and authorize access to our services.

We only process Customer Data on behalf of our customers and in accordance with their instructions provided in the applicable Services agreement with us. We use the data that we have about you to provide our services and provide support to you. In each case, Actionable Science collects such information only in so far as is necessary or appropriate to fulfil the purpose of the interaction with our services.

- To send emails and other communications -We may send you service, technical and other administrative emails, messages and other types of communications. We may also contact you to inform you about changes in our Services and our Services offerings. Essential service and security notices are part of the Services. You can opt out of any other communication, including information about new Services offerings, at any time using the unsubscribe link or by contacting privacy@rezolve.ai.
- Customer Support -If you send us a request (for example via a support email or via one of our feedback mechanisms), we respond to your request or to help your issues.
- For any other purpose as provided for in the Services Agreement between us and the customer, or as otherwise authorized by the customer;
- In accordance with or as may be required by law.

How we use Other Data

We may send you service-related messages or marketing / promotional materials consistent with your preferences. You may choose to restrict the collection or use of your personal information .

We will update you with improvements in our services, new features and from time to time also carry out direct marketing of our products and services. Direct marketing is carried out only if you consent to receiving such communications from us. You may opt out of all such communications at any time.

Users under 18 years of age

Our Websites and Services are intended for users aged 18 and over, and we do not knowingly collect personal data from anyone under 18.

If we learn that we have collected personal data from someone under 18, we will delete it promptly. If you are a parent or legal guardian and believe we hold such data, please contact privacy@rezolve.ai.

DATA RETENTION POLICY

We will retain your personal information for as long as is needed to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements).

Customer Data - We retain your information for as long as you have an active Services account. We may also retain your personal information for extended period under applicable statutory laws.

Actionable Science will retain Customer Data in accordance with a Customer's instructions, including any applicable terms in the Customer Agreement and as required by applicable law. When a customer terminates all Services, we delete all Customer Data provided by such customer in accordance with their instructions and within the periods set out in our Data Processing Addendum (for Rapport, within 90 days after termination unless the customer requests an earlier export and deletion), in each case subject to applicable law.

Other Data - *We retain your information for as long as necessary for the purposes that we have described in this Privacy Policy*

Actionable Science retains Other Data for the following periods, unless a longer or a shorter period is required by law: account, billing and support records – for the duration of the customer relationship plus 2 years (tax and accounting records for as long as the law requires); marketing and newsletter contacts – until you unsubscribe or 3 years after our last contact with you; website and log data – up to 13 months.

YOUR RIGHTS

You can request to access, update or correct your personal information. You also have the right to object to direct marketing. You have a right to withdraw previously provided consent to use your data at any time.

You may have additional rights pursuant to your local law applicable to the processing. For example, if the processing of your personal information is subject to the EU General Data Protection Regulation ("GDPR"), and your personal information is processed based on legitimate interests, you have the right to object to the processing on grounds relating to your specific situation. Under GDPR you may also have the right to request to have your personal information deleted or restricted and ask for portability of your personal information.

If the processing of your personal data is subject to the Digital Personal Data Protection Act, 2023 ("DPDP Act"), you have the right to access information about your personal data, to have it corrected, completed, updated or erased, to withdraw your consent at any time, to nominate another person to exercise these rights in the event of your death or incapacity, and to have your grievances redressed by us. If you are not satisfied with our response, you may file a complaint with the Data Protection Board of India.

Your Rights to Control Data

Whenever you use our services, we aim to provide you easy means to access, modify, delete, object to or restrict use of your personal information

We strive to give you ways to access, update/modify your data quickly or to delete it unless we have to keep that information for legal purposes. Some rights can be access from within the Actionable Science application. For visitors, these rights can be exercised by contacting us with your specific request.

- Change or Correct Data: You can edit some of your personal data through your account. You can also ask us to change, update or fix your data in certain cases, particularly if it's inaccurate.
- Delete Data: You can ask us to erase or delete all or some of your personal data (e.g., if it is no longer necessary to provide Services to you).
- Object to, or Limit or Restrict, Use of Data: You can ask us to stop using all or some of your personal data (e.g. if we have no legal right to keep using it) or to limit our use of it (e.g. if your personal data is inaccurate or unlawfully held).
- Right to Access and/or Take Your Data: You can ask us for a copy of your personal data and can ask for a copy of personal data you provided in machine readable form.

Termination of Services

We keep some personal data even after termination of Services, as required by law.

Following the termination of Services, we generally delete your personal information as per our retention policy. Some information that is necessary for statutory obligations such as records of payment processing, invoicing data will be retained as necessary.

YOUR INFORMATION SHARED WITH OTHERS

Recipients of your data

We share personal data only as needed to provide the Services. When we process Customer Data on behalf of our customers, we use only the authorised sub-processors listed in our Data Processing Addendum. They include cloud hosting and infrastructure providers, AI providers, search and push-notification providers, email delivery providers and our group company Actionable Science Labs Private Limited (India) for technical support. The current list, with each sub-processor's purpose, location and the Services it is used for, is published at https://www.rezolve.ai/legal/subprocessors. Each is bound by data protection obligations no less protective than our Data Processing Addendum. We notify customers at least thirty (30) days before adding or replacing a sub-processor.

For Other Data (for example, website, newsletter and marketing data), we may also use email and SMTP service providers (such as Mailchimp), payment processors (such as Stripe), marketing support vendors, and other modules of Actionable Science applications.

These recipients do not receive Customer Data.

Cross-Border Data Transfers

Rezolve.ai platform: we host Customer Data on Microsoft Azure data centres (and, for Agent Studio, VoiceIQ and asset management, on Supabase) in the United States, the United Kingdom, Canada and the European Union. Each customer's deployment is hosted in the region agreed with that customer. Some features, such as AI model processing, web search and push notifications, process data in the United States, as shown for each sub-processor in the Sub-processor List.

Rapport: Customer Data is stored in the United States (see the Rapport section above).

Some processing may still involve a transfer of personal data outside the hosting region:

- Artificial intelligence services. To provide AI-generated responses, content may be processed by our artificial intelligence sub-processors, whose processing locations are set out in our Data Processing Addendum. These include the United States.
- Technical support. Personnel of our group company, Actionable Science Labs Private Limited, may access personal data from India on a limited and ad hoc basis to provide technical support and configuration services.
- Transfers of personal data from India are made in accordance with the Digital Personal Data Protection Act, 2023 and any restrictions notified by the Government of India under Section 16 of that Act.

Where personal data is transferred from the European Economic Area, Switzerland or the United Kingdom to a country that has not been recognised as providing an adequate level of data protection, we protect it with the European Commission's Standard Contractual Clauses (Commission Implementing Decision (EU) 2021/914). For the United Kingdom, we also use the UK International Data Transfer Addendum. Canada benefits from an adequacy decision of the European Commission.

Details of our hosting locations, sub-processors and transfer safeguards are set out in our Data Processing Addendum at https://www.rezolve.ai/legal/dpa.

SECURITY MEASURES TO PROTECT YOUR DATA

Security Measures

We implement technical and organisational security measures to protect Customer Data against loss, misuse and unauthorised access, disclosure, alteration or destruction. Our measures are appropriate to the nature of the data and the risks involved, and we review them regularly. They include:

- Encryption. Data is encrypted in transit using TLS 1.2 or higher, and at rest using AES-256 or equivalent industry-standard encryption, with managed encryption keys.
- Access control. Access is based on the principle of least privilege and granted to our personnel only where needed to provide the Services, with personnel bound by confidentiality obligations.

- Monitoring and logging. Access to systems containing personal data is logged and monitored, and we use data loss prevention controls to detect and prevent unauthorised transfer of data.
- Secure development and testing. Security is built into our development lifecycle, and our web and mobile applications are regularly tested by independent third-party penetration testers.
- Incident response. A dedicated incident response team manages security incidents and notifies affected customers without undue delay.
- Business continuity. Backup, disaster recovery and business continuity plans are tested regularly.

We subject our services to internationally recognised certification and independent audit:

- ISO/IEC 27001:2022 certification of our information security management system, covering our operations in the United States and India
- SOC 2 Type II report issued by an independent auditor, covering security, availability and confidentiality

Certificates, audit reports and our security policies are available through our Trust Center at https://www.rezolve.ai/trust.

These certifications and reports currently cover the Rezolve.ai platform. Rapport is operated under the same information security programme but is not yet covered by them; we intend to bring Rapport within their scope.

Protection of personal information

We maintain the security measures described above to protect your personal information

Actionable Science takes all measures reasonably necessary, in accordance with applicable law, to protect against the unauthorized access, use, alteration or destruction of potentially personally-identifying and personally-identifying information.

OTHER INFORMATION

Contact Information

You can contact us about this privacy policy or use of our services.

If you have questions or complaints regarding this Policy, you may contact us through email at privacy@rezolve.ai or through phone at 1-833-5228466.

If you are a resident of the European Economic Area and we maintain your Personal Data within the scope of the General Data Protection Regulation (GDPR), you have additional rights. If you are not satisfied with the resolution, you can also lodge a complaint with the Supervisory Authority in the country of your residence.

Grievance Redressal with respect to Actionable Science Labs Private Limited (being a subsidiary of Actionable Science Inc)

If you have any questions or complaints regarding the handling of your data, or have any questions or concerns regarding this Policy, you may contact our Data Protection Officer for India, Udaya Reddy, at:

Address: Actionable Science Labs Private Limited, F-14, Nehru Colony Rd, D Block, Danda Dharampur, Dharampur, Dehradun, Uttarakhand 248001, India

Email: ub@rezolve.ai

Phone number: 001-833-5228466

The Data Protection officer is identified above pursuant to the provisions of the applicable laws including but not limited to the Information Technology Act, 2000 and its rules, the Digital Personal Data Protection Act, 2023 and the rules made thereunder, in each case, as amended, modified, re-enacted or replaced from time to time.

Privacy policy change

Actionable Science may update this Privacy Policy from time to time.

Actionable Science encourages visitors and customers to frequently check this page for any changes to its Privacy Policy. We will notify you of material changes in advance by email or by notice when you log in to the Services or both. We publish updates on our Websites and notify material changes in advance by email and by a notice in the Services. Changes affecting customers' contractual terms take effect in accordance with Section 15.9 of the Master Terms. Where we rely on your consent, we will ask for fresh consent before using your personal data for a different purpose.