

# REG/ASSIST Privacy Policy & Terms

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## About Us

**RegAssist** is an enterprise AI company that builds custom RAG-powered chatbots to unify disconnected information and deliver instant, accurate answers across organizations. For more information, view our [About page](#).

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## What Information We Gather

We may gather certain information, either personal or anonymous, based on your activities or data submitted while browsing our website, in the following formats:

### Form information

If you submit a mailing list signup form, we collect your email address. All other forms (including the general search prompt, feedback form, etc) are anonymous unless you explicitly enter personal information along with your form submission.

### Search information

If you submit a search prompt, your query is sent to our servers and trusted third-party vendors to process your search query and provide a response. This data is logged and stored to help assist the search model unless you explicitly opt out. See [Accessing your Data](#) for more information.

### Statistical information

Our website uses the following tools to collect statistical information about browsing behaviour and device or browser information, in order to improve the experience of our website:

- Google Analytics ([Governed by Google's Privacy Policy](#))
- Facebook Pixel ([Privacy Policy](#))
- Hotjar ([Privacy Policy](#))

To opt out of data collection, please visit our Cookie Policy page to change your consent status.

## **Cookie information**

We collect cookies, both directly and through trusted third-parties, in order to improve the performance and user experience on our website. Please see our Cookie Policy for more information on usage and to manage your cookie settings.

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## **Links**

We sometimes provide links to third-party websites in the references listed to supplement the answer to a search query. While on these sites, these parties may collect information about you. Because we do not control the information policies or practices of these third parties, you should review their privacy policies to learn more about how they collect and use personally identifiable information.

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## **How We Use Your Information**

We may use your personal information when we have a valid reason to do so. This includes:

- Add you to our mailing list upon form submission
- Provide user account functionality

- Personalize services in order to provide a better user experience
- Improve our website experience

You have the right to request that we cease to use or store your information. See [Accessing your data](#) for more information.

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## **How We Protect Your Information**

We take the greatest care in the security of your submitted information. Our website uses up-to-date Secure Socket Layers (SSL) encryption in order to protect the transmission of your data upon submission to our servers.

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## **Where Your Information is Stored**

Depending on the type of information you have submitted, your data will either be stored securely in a database on our server; or in the database of our trusted third-party partners, if data was directly submitted by you for a particular purpose on our website. These third-party partners include:

- **MailChimp** – for email mailing list subscriptions
- **Google** – for anonymous statistical information, and/or personalized data (for visitors from outside the EU)
- **Facebook** – for statistical and personalization information
- **Hotjar** – for analytical and statistical information
- **OpenAI** – to process search queries
- **Supabase** – to store submitted data for model training and improvement
- **Stripe** – to process and manage payment and subscription information for paid accounts

Information stored by these third-parties is protected by and subject to their privacy policy. You can find their policies at the links below:

- [Mailchimp](#)
  - [Google](#)
  - [Hotjar](#)
  - [Facebook](#)
  - [OpenAI](#)
  - [Supabase](#)
  - [Stripe](#)
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## **International Transfers**

Due to the multinational locations of our servers, as well as our third-party partners, any information which you consented to provide may be transferred to a location outside of the country or region you are located in. Data will only be transferred to either:

- Our servers
  - Trusted third-party partners, as indicated in the above section, which we determine to have adequate transparency and security parameters in place for the protection, storage, and accessibility of your data
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## **Data Breach Prevention Efforts**

Our servers and website infrastructure are kept up to date and secured by a Web Application Firewall (WAF) to protect against a data breach via a third-party attack.

In the unlikely event of a breach where your stored data is, or may have been compromised, we will make commercially reasonable efforts to inform you within 24 hours after becoming aware

of the data breach, and provide you with our action(s) taken in order to protect your data moving forward.

Note that due to a multitude of different vulnerabilities which are present during the submission of data and are outside of our control (local computer viruses, unsecured/compromised internet connections, etc.), we cannot guarantee against and are not responsible for compromised data which occurs during the submission of data and as a result of such factors outside of our control. However, once the data has been submitted and is stored in our infrastructure, we will make commercially reasonable efforts to assure that the data is responsibly held and secured.

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### **Data Controller & Data Protection Officer**

The data controller is the organization/entity responsible for the protection of information on and submitted to this website. The Data Controller can be reached by email [[here](#)].

Complaints, concerns, or requests will be fielded by the Data Protection Officer, who can be reached by email [[here](#)].

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### **How Long We Store Your Data For**

Personal information submitted directly on our website through a form is stored indefinitely, or until manual deletion is requested.

Data collected by Google for statistical and personalization purposes is retained for 50 months before being deleted automatically. More information about Google's data retention policy can be found [here](#).

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### **Accessing Your Data**

If you have submitted data on our site, you have the right to access, change or request erasure of this data at any time. Please contact us to request a file of your submitted personal data.

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## **Logging**

Unless you explicitly opt out of logging (on the Privacy tab), your submitted data will be stored in our database to enable user features (chat history) and may be processed for model training purposes. If you opt out of logging, your search query data will not be used for model training purposes and submitted queries will be deleted within 30 days.

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## **Our Cookie Policy**

We use cookies to personalize content, to provide social media features, and to analyze our traffic. We also share information about your use of our site with our social media, marketing, and analytics partners who may combine it with other information that you've provided to them or that they've collected from your use of their services.

In order to see the cookies we use, or to change your cookie settings, view our **Cookie Policy**.

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## **Changing Your Cookie Settings**

You can adjust your cookie settings or withdraw your consent on our **Cookie Policy** page.

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## **Changes To This Policy**

We reserve the right to change this Policy at any time.

Any changes to this Policy will be posted directly on this page. We will also inform you when we make these changes, and what changes were made below.

**Previous changes to this policy:**

August, 2024: Released privacy policy.

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## **End-User License Agreement (EULA)**

**THIS END-USER LICENSE AGREEMENT (“AGREEMENT”) IS A LEGAL AGREEMENT BETWEEN YOU (EITHER AN INDIVIDUAL OR AN ENTITY, REFERRED TO HEREIN AS “YOU”) AND PILOT PROFICIENCY, LLC, THE PROVIDERS OF THE FAR/BOT ARTIFICIAL INTELLIGENCE MODEL (“WE” OR “US”). PLEASE READ THIS AGREEMENT CAREFULLY BEFORE PROCEEDING TO USE FAR/BOT.**

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### **1. GRANT OF LICENSE**

Subject to the terms and conditions of this Agreement, we grant you a non-exclusive, non-transferable personal license to use FAR/BOT for your own use research purposes only. This license does not allow you to use FAR/BOT for any commercial purposes or to allow any other individual or entity to use or distribute or make FAR/BOT available over a network where it could be used by multiple devices at the same time.

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### **2. OWNERSHIP AND COPYRIGHT**

All title, including but not limited to copyrights and trademarks and tradenames, in and to FAR/BOT and any copies thereof are owned by us. FAR/BOT is protected by copyright and trademark laws and international treaty provisions. Therefore, you must treat FAR/BOT like any other copyrighted material.

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### **3. USE OF INFORMATION**

FAR/BOT is designed to provide information and help users better understand Federal Aviation Regulations. However, FAR/BOT is intended for research purposes only, and we make no representation or guaranty regarding the accuracy of any information. All users, particularly pilots, air traffic controllers, and other individuals involved in the aviation industry should



conduct their own research and consult with appropriate professionals to ensure their actions comply with all relevant regulations. Additionally, regulations change from time to time, and we take no responsibility to assure that information is current or accurate.

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#### **4. DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY**

FAR/BOT is provided “as is”, without warranty of any kind. We make no warranty that:

- FAR/BOT will meet your requirements;
- The results that may be obtained from the use of FAR/BOT will be accurate or reliable;
- The quality of any information obtained by you through FAR/BOT will meet your expectations.

We expressly disclaim all warranties, express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose and non-infringement.

In no event shall we be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to damages for loss of profits, goodwill, use, data or other intangible losses, resulting from the use of or inability to use FAR/BOT. Additionally, any liability of us is limited to the amount paid to us by you.

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#### **5. INDEMNIFICATION**

You agree to indemnify and hold us (including our principals, members, and officers) harmless from any claim or demand, made by any third party due to or arising out of your use of FAR/BOT, violation of this Agreement, or violation of any rights of another, including reasonable attorneys’ fees.

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#### **6. ACKNOWLEDGEMENT**

You acknowledge that FAR/BOT is for research purposes only and that you bear the sole responsibility for the safe and legal operation of your aircraft. You expressly waive any and all liability of FAR/BOT for any accident, incident, or enforcement action that might result from your use of FAR/BOT.

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**BY USING FAR/BOT, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.**

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