



Privacy Policy Notice

Last Updated 2.10.2026

1.0 Introduction

In the course of using CAI Software, LLC's solutions, Parsable's Connected Worker® Platform (the "Product"), CAI's main website and each of the individual product websites (the "Website"), or CAI Software's other products and services (together with the Product and the Website, the "Services"), you may provide CAI with certain personal information.

Our Privacy Notice will help you understand what information we collect and receive at CAI, how CAI uses it, and what choices you have.

In this Privacy Notice, personal information ("Information") means information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual. The words "our," "us," "we," and "CAI" refer to CAI Software, LLC, and our affiliates, if any, (which includes any person or entity that controls us, is controlled by us, or is under common control with us, such as our subsidiary (if applicable), parent company (if applicable), or our employees). This Privacy Notice does not cover the practices of companies we don't own or control.

This notice answers the following questions:

- How do I contact CAI?
- What rights do I have with respect to my Information?
- Where does my Information reside?
- How does CAI protect my Information?
- Why does CAI need my Information?
- What Information does CAI collect?
- How does CAI use my Information?
- Who will have access to my Information?
- What else do I need to know?

2.0 How do I contact CAI?

Any questions about this Privacy Notice, our privacy practices, or to submit a request to exercise data subject rights, should be addressed to:

by email to: privacy@caisoft.com

by mail to: CAI, Attn: Marketing/Privacy, 24 Albion Rd, Suite 230, Lincoln, RI 02865

or via our website [here](#)

or by contacting our Data Protection Officer (“DPO”):

VeraSafe
100 M Street S.E., Suite 600
Washington, D.C. 20003 USA
+1 (617) 398-7067
experts@verasafe.com

2.1 EU DPO Representative

If some of your Information relates to your activities within the European Economic Area (“EEA”), you may have certain additional rights, we will refer to you as an “EU Data Subject” when describing those rights. If you are located in the EEA and contacting us does not resolve your complaint, you may file a complaint, free of charge, with the relevant EU data protection authority (“DPA”). CAI will cooperate with the United States Federal Trade Commission and any DPAs in the investigation and resolution of complaints that cannot be resolved between CAI and the complainant that are brought to a relevant DPA. Further, you may invoke binding arbitration when other dispute resolution procedures have been exhausted.

To contact CAI, EU Data Subjects may contact CAI’s DPO:

VeraSafe
100 M Street S.E., Suite 600
Washington, D.C. 20003 USA
+1 (617) 398-7067
experts@verasafe.com

If you are unable to access this notice, please contact us by emailing privacy@caisoft.com and we will arrange to supply you with the information you need in an alternative format that you can access. You can access a printable version of this notice [here](#).

2.2 Changes to Privacy Policies

If we make material changes to our privacy policies affecting you, we will:

- Update this notice
- Inform you of the changes
- Obtain your consent to the changes, if required

3.0 What Rights Do I Have Respect To My Information?

CAI supports the exercise of your data protection rights in accordance with applicable data protection laws.

3.1 Disclosures specific to EEA, UK, and Swiss residents:

Unless otherwise expressly stated, all terms in this section have the same meaning as defined in the General Data Protection Regulation (“GDPR”). CAI is the controller of the personal data we hold about you in connection with your use of the Services.

a. Lawful Basis of Processing.

We collect and process your personal data for purposes set forth in this Privacy Policy. Where required by law, we obtain your consent to use and process your personal data for these purposes. Otherwise, we rely on another authorized legal basis (including but not limited to the performance of a contract or legitimate interest) to collect and process your personal data.

b. Marketing and Advertising.

From time to time, we may contact you with information about our products and services, including sending you marketing or advertising messages and asking for your feedback on our products and services. For some marketing or advertising messages, we may use personal data we collect about you to help us determine the most relevant marketing or advertising information to share with you. You can unsubscribe at any time from our marketing or advertising emails by contacting us at info@caisoft.com.

In addition, when you give us your consent, we may provide your information to third parties for targeted advertising or we may allow our advertising partners to collect data about you for that purpose using cookies or similar technologies. For more information regarding cookies, please see Section 10.

c. Your Privacy Rights

You have the following rights in respect of your personal data that we hold: (i) right of access; (ii) right of portability; (iii) right to rectification; (iv) right to erasure; (v) right to restriction; (vi) right to withdraw consent; and (vii) right to object.

You also have the right to lodge a complaint to your local data protection authority. If you wish to exercise one of these rights, please submit a request by emailing privacy@caisoft.com with the subject line “Privacy Rights Request.”

Due to the confidential nature of data processing, we may ask you to provide proof of identity when exercising the above rights.

3.2 California residents have the following rights:

Unless otherwise expressly stated, all terms in this section have the same meaning as defined in the California Consumer Privacy Act (“CCPA”).

3.2(a) Sensitive Personal Information

Certain data elements we collect and use to provide the Services may be deemed “sensitive personal information” under CCPA. These include your username and password to access your account. We do not use or disclose such sensitive personal information to “infer” characteristics as defined under the CCPA, or for any purpose other than that which is necessary to provide the Services as specified in the CCPA.

3.2(b) Sales and Sharing of Personal Information (Targeted Advertising)

We use cookies and similar tracking technologies that enable certain advertising networks, social media companies, analytics services, and other third-party businesses to collect and disclose your personal information directly from your browser or device when you visit or interact with our Services or otherwise engage with us online. In some cases, we may upload personal information to certain of these partners for advertising or analytics purposes.

To opt out of these “sales” or “sharing” of personal information (as these terms are defined under the CCPA or other applicable US state privacy laws), you must:

Toggle cookies off in your browser or enable Global Privacy Control on your browser; and
Submit a request by emailing privacy@caisoft.com.

Note that the above opt-out right does not apply where we have appropriately limited our partners to be our “service providers” or “processors” (as these terms are defined under the CCPA or other applicable US state privacy laws).

3.2(c) California Privacy Rights

As a California resident, you may be able to exercise the following rights in relation to the personal information about you that we have collected (subject to certain limitations at law):

The Right to Know any or all of the following information relating to your personal information we have collected and disclosed in the last 12 months, upon verification of your identity:

The specific pieces of personal information we have collected about you;

The categories of personal information we have collected about you;

The categories of sources of the personal information;

The categories of personal information that we have disclosed to third parties for a business purpose, and the categories of recipients to whom this information was disclosed;

The categories of personal information we have sold or shared and the categories of third parties to whom the information was sold or shared; and

The business or commercial purposes for collecting, selling, or sharing the personal information.

The Right to Request Deletion of personal information we have collected from you, subject to certain exceptions.

The Right to Request Correction of inaccurate personal information.

The Right to Opt Out of Personal Information Sales or Sharing to third parties now or in the future.

You also have the right to be free of discrimination for exercising these rights. However, please note that if the exercise of these rights limits our ability to process personal information (such as in the case of a deletion request), we may no longer be able to provide you our Services or engage with you in the same manner.

3.2(d) How to Exercise Your California Privacy Rights

Please see Section 3.2(b) above to exercise your right to opt out of personal information sales or sharing.

To exercise your rights to know, correct, or delete, please submit a request by emailing privacy@caisoft.com with the subject line “California Rights Request.”

We will need to verify your identity before processing your request. In order to verify your identity, we will generally require either the successful login to your account (if applicable) and/or the matching of sufficient information you provide us to the information we maintain about you in our systems. Although we try to limit the personal information collected in connection with a request to know, correct, or delete, certain requests may require us to obtain additional personal information from you. In certain circumstances, we may decline a request to exercise the right to know, correct, or delete, particularly where we are unable to verify your identity or locate your information in our systems, or as permitted by law.

3.2(e) California’s “Shine the Light” Law

In addition to the rights described above, California’s “Shine the Light” law (Civil Code § 1798.83) permits California residents that have an established business relationship with us to request certain information regarding our disclosure of certain types of personal information to third parties for their direct marketing purposes during the immediately preceding calendar year.

To make such a request, please send an email to privacy@caisoft.com.

3.3 Disclosures specific to Colorado, Connecticut, Virginia, and Utah residents:

3.4 Disclosures specific to Nevada residents:

For residents of the State of Nevada, Chapter 603A of the Nevada Revised Statutes permits a Nevada resident to opt out of future sales of certain covered information that a website operator has collected or will collect about the resident. Although we do not currently sell covered information, please contact us at privacy@caisoft.com to submit such a request.

3.5 Disclosures specific to Canada residents:

If you live in Canada, you have the following rights:

Right to Access. You can ask us to: (i) confirm that we have personal information about you, and (ii) provide you a copy of that information.

Right to Correct. You can ask us to correct any inaccurate or incomplete personal information that we have about

you.
You may submit a request by contacting us at privacy@caisoft.com with the subject line “Canadian Privacy Rights Request.” Before we honor your request, we will need to verify your identity.

4.0 Where Does My Information Reside?

CAI is a global company, headquartered in the United States. We primarily store your information in the United States and the European Economic Area. To facilitate our global operations, we may transfer and access information from around the world, including from other countries in which CAI or its customers have operations. When required by law, we will ensure we rely on an appropriate legal mechanism for the transfer, such as your consent, standard contractual clauses (or their equivalent), or adequacy decisions.

5.0 How Does CAI Protect My Information?

CAI takes security very seriously. We use appropriate administrative, physical and technical measures to provide appropriate security for your Information, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage. For more details on our security policies, please see <https://CAI.com/security-policy/>.

All customer data is encrypted throughout the CAI system in-transit and at-rest. We have robust monitoring and automated alerts that allow us to rapidly respond to adverse events in our network 24x7. We run on the most trusted cloud infrastructure providers in the market. Finally, we use independent security researchers to audit and stress our systems. Please note, though, that no website or Internet transmission is completely secure, so while we strive to protect your Information, we cannot guarantee that unauthorized access, hacking, information loss or an Information breach will never occur.

6.0 Why Does CAI Need My Information?

CAI as Controller

CAI only uses your Information when we have a lawful basis for doing so. In most cases, our use is based upon our legitimate interest in processing the Information for specific purposes, as described further in How Does CAI Use My Information? In other cases, where we are not in a position to balance our legitimate interests against your interests (including your rights and freedoms with respect to your Information), we will obtain your consent before processing your Information. In general, we retain your Information for as long as is necessary to achieve the specific purpose for which it was collected.

CAI as Processor

In some cases, CAI may process your Information on behalf of a CAI customer or other third party who is acting as the data controller with respect to your Information (the “Controller”). For example, we may process Information that we (or the Controller) collect from you in your capacity as an employee of the Controller. In such cases, your

rights with respect to the Information are primarily determined by your relationship with the Controller, and not with us, and certain provisions of this notice may not apply to you.

7.0 What Information Does CAI Collect?

Depending upon how you interact with CAI, we may collect some or all of the following Information from you:

Data Element Description

Name Your first and last name

Email Your email address

Phone Your phone number

Company The name of your employer

Date of Birth Your date of birth

IP Address The IP address of the device with which you are accessing the Services

Location Location information obtained from your web browser, mobile device, IP address or provided by a customer, user or 3rd party.

Device Information Information about the device that you use to access the Services, including type of device, what operating system is used, device settings, application IDs, unique device identifiers and crash data. Whether we collect some or all of this information often depends on the type of device used and its settings.

Log Data This may include Internet Protocol (IP) address, the address of the web page visited before using the Website or Services, browser type and settings, time and date of service use, language preferences, cookie data, and other similar information.

Services Metadata When you interact with the Services, metadata is generated that provides additional context about the way you work. For example, completing a job, planning a job, communication, logging in, and so on.

8.0 How Does CAI Use My Information?

Roles

As you interact with CAI in different contexts, you may do so in some or all of the following roles (“Roles”):

A user of the Product

A visitor to the Website

A prospective customer

A customer

A user of support services

A prospective employee of CAI

Our collection and use of your Information will vary, depending upon your Role at any given time. Each of these Roles is described below, along with the principal purpose(s) for which we use Information related to each Role.

In some cases, CAI may share your information with its sub-processors, to the extent permitted by applicable law. Each of these sub-processors are limited to accessing or using this information to provide our hosted services only and must provide reasonable assurances that they will appropriately safeguard any customer data provided by CAI. Each of these sub-processors using customer data must comply with our Data Processing Agreement or one that is materially in compliance with ours. [Click here](#) for list of our current sub-processors.

We have implemented safeguards to ensure an adequate level of data protection where your information is transferred to countries outside the EEA, such as standard contractual clauses for the transfer of information as approved by the European Commission (Art. 46 GDPR).

Product User

Most end-users of the Product are employees of an entity (the “Customer”) that has purchased the Product to manage various business processes which such employees may participate in. As such, the Customer is generally the data controller with respect to the employees’ information, and CAI acts as a data processor, following the instructions of the Customer. For more information, please see [CAI as Processor](#), above.

A Product User can have the following interactions with us:

General Product User

While each Customer determines the details of how they wish to process their employees’ data, there are certain types of Information that CAI collects for almost all end users.

We collect the following Information:

Name
Email
Phone Number
Company
IP Address
Location
Device information
Log Data
Services Metadata

[Click here](#) for a list of our current sub-processors used as part of our Product for your general use.

Application Monitoring

When you use the Product, we collect information about errors, logs and metrics to proactively fix issues with our application and aid resolution of any reported issue.

We collect the following Information:

Email
Company
Device information
Log Data

[Click here for list of our current sub-processors for Application Monitoring data.](#)

Product Analytics

The Product collects metrics about usage to provide analytics to our customers and CAI employees.

We collect the following Information:

Name
Email
IP Address
Location
Company
Device information
Log Data
Services Metadata

[Click here for list of our current sub-processors for Product Analytics data.](#)

Web Visitor

In order to provide an enhanced experience for our Website Visitors, we collect information about you while using our website.

A Website Visitor can have the following interactions with us:

Web Analytics

Web analytics allow CAI to measure important information like sales and conversions, clicks, and page views. We use web analytics to tailor the Website's content in order to make it more useful to visitors.

We collect the following information:

IP Address
Location
Log Data

[Click here for list of our current sub-processors for Web Analytics data.](#)

Prospective Customer

A Prospective Customer is a user who has submitted details on our Website, other marketing properties or third party partners.

A Prospective Customer can have the following interactions with us:

Personalized Advertising

From time to time we may target specific users or demographics with advertising. We collect the following information:

Name

Email

Company

Location

[Click here](#) for list of our current sub-processors to process Personalized Advertising data.

Data Management

CAI maintains a prospective customer database in order to help keep track of deal flow and contacts.

We collect the following information:

Name

Email

Company

Log Data

Location

[Click here](#) for list of our current sub-processors to process Data Management data.

You have the right to opt-out of marketing communications we send you at any time. You can exercise this right by clicking on the “unsubscribe” or “opt-out” link in the marketing emails we send you. To opt-out of other forms of marketing (such as postal marketing or telemarketing), then please contact us using the contact details provided above.

Customer

A Customer is an active, paying user of the Product. A Customer can have the following interactions with us:

Billing and Account Management

We collect the following information:

Name

Email

Company

[Click here for list of our current sub-processors for Billing and Account Management](#)

User Support

A User of Support is anyone who utilizes the CAI support system(s).

A User Support can have the following interactions with us:

Providing Customer Support

Our support team uses the Information you provide to help you with Product questions or problems.

We collect the following information:

Name

Email

Phone

Company

Device information

[Click here for list of our current sub-processors to process customer support data.](#)

Prospective Employee

If you submit a job application via our website, email or phone, you become a Prospective Employee. A Prospective Employee can have the following interactions with us:

Tracking Job Applicants

This allows us to manage our queue of potential job applicants and provide a top-tier hiring experience.

We collect the following information:

Name

Email

Company

Phone Number

Date of Birth (If provided by applicant)

Location

[Click here for list of our current sub-processors that process Job Applicant data.](#)

9.0 Who Will Have Access to My Information?

CAI Employees & Affiliates

CAI only makes your Information available to its employees on a need-to-know basis. All CAI employees are subject to non-disclosure agreements, and employees with regular access to personally-identifiable information receive privacy training. If CAI shares any Information with a subsidiary or other corporate affiliate, all employees of such affiliate will be subject to equivalent undertakings.

Business Transfers

As we develop our business, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganization, dissolution or similar event, Information may be part of the transferred assets.

Legal Requirements

CAI may disclose your Information if required to do so by law or in the good faith belief that such action is necessary to (i) comply with a legal obligation, (ii) protect and defend the rights or property of CAI, (iii) act in urgent circumstances to protect the personal safety of users of the Services or the public, or (iv) protect against legal liability.

Sub-Contractors General

CAI may share portions of your Information with some or all of the third-party sub processors identified here. CAI employs best practices to receive assurances from each of these sub-contractors that they will process your Information in a manner that is consistent with all of CAI's obligations under this notice, and CAI will remain responsible for the use of your Information by such sub-processors.

10.0 What Else Do I Need To Know?

Cookies & Similar Technology

When you visit the CAI Website or use the Services, or both, we and our third-party service providers acting on our behalf automatically collect certain data using tracking technologies like cookies, web beacons, and similar technologies.

A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a website's computers and stored on your computer's hard drive.

These technologies are used to help us better understand user behavior and facilitate and measure the effectiveness of our CAI Website and Services.

We use cookies to record current session information. We also use third party cookies (for example Google Analytics) to provide aggregated information on Website usage statistics and patterns.

All modern Internet browsers allow you to control your cookie settings. These settings are usually accessed in the 'Options' or 'Preferences' section of your browser. On your mobile device, go to Settings, then go to the specific web-browser, and then to the Cookies section. Please note that certain features of the Website will not be

available once cookies are disabled. For further information about cookies and how to manage them, please visit www.allaboutcookies.org.

CAI uses web beacons with cookies or separately to compile information about your engagement with us. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you view a particular website tied to the web beacon, and a description of a website tied to the web beacon. Here is a basic description and overview of the type of cookies CAI uses:

| COOKIE TYPE | DESCRIPTION | MANAGEMENT SETTINGS |
|---------------------|--|---|
| Required Cookies | <p>Required cookies make it possible for you to access the Services, navigate within the Services, and access information related to your account.</p> <p>Each time you log into the Services, a cookie containing an encrypted, unique identifier that is tied to your account is placed on your browser. These cookies allow CAI to uniquely identify you when you are logged into the Services and to process your requests.</p> | <p>Required cookies are necessary to operate the account portal, so you can't opt out of them.</p> |
| Performance Cookies | <p>Functionality cookies allow the CAI Website and Services to remember information you have entered or preferences you select, and provide enhanced, more personal features. These cookies allow you to optimize your use of the Services after logging in. These cookies can also be used to remember changes you have made to the portions of your account that you can customize.</p> | |
| Advertising Cookies | <p>CAI may have third party service providers track and analyze usage and volume statistical information from those who visit the CAI Website and Services. CAI sometimes uses cookies placed by its third-party service providers to track the performance of our advertisements. For example, these cookies remember which browsers have visited the CAI Websites or the Services. This data given to the third-party service providers does not include information that identifies you specifically, but this data may be re-associated with</p> | <p>To learn more about how to opt out of targeting and advertising cookies, you can go to the Your Online Choices page, the Network Advertising Initiative page, and the Digital Advertising Alliance's Consumer Choice page. These opt-out tools are provided by third parties, not CAI. We do not control or operate these tools or the</p> |

| COOKIE TYPE | DESCRIPTION | MANAGEMENT SETTINGS |
|-------------|--|--|
| | information that identifies you specifically after CAI receives it | choices that advertisers and others provide through these tools. |

To learn more about how to opt out of targeting and advertising cookies, you can go to the [Your Online Choices](#) page, the [Network Advertising Initiative](#) page, and the [Digital Advertising Alliance’s Consumer Choice](#) page. These opt-out tools are provided by third parties, not CAI. We do not control or operate these tools or the choices that advertisers and others provide through these tools.

[Click here](#) for list of our current sub-processors that place performance cookies within the Services or CAI Website.

Aggregated Information

In an ongoing effort to better understand and serve the users of our Services, CAI often conducts research on the demographics, interests and behavior of our customers, using the Information as well as other information we may obtain. This research may be compiled and analyzed on an aggregate basis, and CAI may share this aggregate data with its affiliates, agents and business partners. This aggregate data does not identify you personally. We may also disclose aggregated user statistics in order to describe our services to current and prospective business partners, and to other third parties for other lawful purposes.

Unsolicited Information

The policies described in this notice do not apply to any unsolicited information you provide to CAI through the Services or through any other means. This includes information posted to any public areas of the Services, such as forums, any ideas for new products or modifications to existing products, and other unsolicited submissions (collectively, “Unsolicited Information”). All Unsolicited Information will be deemed to be non-confidential and we are free to reproduce, use, disclose, and distribute Unsolicited Information to others, without limitation or attribution.

Third-Party Web Sites

This notice applies only to the Services. The Services may contain links to other web sites not operated or controlled by CAI (the “Third Party Sites”). The policies described in this notice do not apply to the Third Party Sites. Any links from the Services do not imply that CAI endorses or has reviewed the Third Party Sites. We suggest contacting those sites directly for information on their privacy policies.

Data Information about Children

The Services are not directed to children under the age of 16, and we do not knowingly collect personal information from children. If we become aware that a child has provided us with personal information, we will take reasonable steps to delete such information as soon as is practicable. If you become aware that a child has provided us with personal information, please contact us at privacy@caisoft.com.

Data Retention and Data Deletion

CAI will retain your information as long as we have a legitimate interest or business purpose to retain the information, or as otherwise allowed by applicable law.