

Privacy Policy

FAINDERS.AI Inc. (hereinafter the “Company”) processes the personal information of data subjects lawfully and manages it securely in compliance with the Personal Information Protection Act (“PIPA”) and related laws and regulations of the Republic of Korea. Pursuant to Article 30 of PIPA, the Company hereby sets out the procedures and standards applicable to the processing of personal information in connection with the use of the Company’s website (fainders.ai).

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Article 1 Collection and Use of Personal Information

The Company collects the minimum personal information necessary to operate its website within the scope set out below, and does not use such information for any purpose other than those notified.

① Information Entered Directly by Users

Collection Channel	Purpose of Use	Items Collected	Retention Period
Implementation inquiry / consultation request form	Receiving and responding to inquiries; conducting implementation consultations	(Required) Company name, name, email address / (Optional) Phone number, product of	1 year after completion of inquiry handling
Newsletter subscription and consent to receive marketing information (optional)	Sending newsletters; providing advertising information such as product news, implementation case studies, and event	Email address	Until consent to receive is withdrawn

- The Company does not operate a membership registration process for website use, and does not collect unique identification information such as resident registration numbers, or sensitive information.
- The Company collects as required items only the minimum information necessary to respond to inquiries and conduct consultations. Optional items may be left blank without any restriction on the use of inquiry and consultation services.
- Data subjects have the right to refuse consent to the collection and use of personal information. However, if consent is not given to the required items, the use of inquiry and consultation services may be restricted.
- Consent to receive marketing information is optional, and refusal to consent does not restrict the use of inquiry and consultation services.
- Data subjects may withdraw consent to receive marketing information at any time. Withdrawal may be made via the unsubscribe link at the bottom of the emails sent, or by contacting the Chief Privacy Officer listed in Article 10. The Company will cease sending such information immediately upon receipt of a withdrawal request.

② Information Generated and Collected Automatically

Collection Method	Purpose of Use	Items Collected	Retention Period
Web log analytics tools and cookies	Analyzing service usage statistics; improving website quality; measuring advertising performance	Access IP address, cookies, date and time of visit, page usage records, device / browser / operating system information, referral path (UTM)	14 months from the date of collection
Server access logs	Responding to unauthorized access and security incidents	Access logs, access IP address, date and time of access	1 year from the date of collection
Newsletter delivery system	Measuring delivery performance; improving content	Whether the email was opened, date and time opened, link click records	Until consent to receive is withdrawn

Article 2 Collection, Use, and Refusal of Cookies and Behavioral Information

① The Company uses cookies to provide optimized information to users, to analyze service usage statistics, and to measure advertising performance. A cookie is a small piece of information stored in the user's browser, and users may choose for themselves whether cookies are stored.

② Status of Collection and Use of Behavioral Information

Item	Details
Behavioral information collected	Website visit history, page view and click history, referral path
Collection method	Automatically collected and transmitted when the user visits or runs the website
Purpose of collection	Analysis of usage statistics and provision of personalized advertising based on user interests
Retention and use period	14 months from the date of collection
Advertising provider	Meta Platforms, Inc.

③ The storage period of cookies varies by type, and cookies may be stored in the browser for up to two years. Analytics data collected by the Company is automatically deleted 14 months after the date of collection. The retention period of data transmitted to advertising providers is governed by each provider's own privacy policy.

④ Users may refuse the storage of cookies through their web browser settings.

- Chrome: Settings > Privacy and security > Third-party cookies
- Edge: Settings > Cookies and site permissions > Manage cookies and site data
- Safari: Preferences > Privacy > Cookies and website data

However, refusing the storage of cookies may result in restrictions on the use of some services.

⑤ Users may opt out of personalized advertising directly on the settings page of each provider.

- Meta: Accounts Center > Ad preferences

Article 3 Retention Period and Destruction of Personal Information

① Where personal information is no longer necessary because the purpose of processing has been achieved or the retention period has elapsed, the Company destroys such information without delay.

② The Company retains personal information collected in the course of implementation inquiries and consultations for one year after completion of inquiry handling, as notified in Article 1, for the purposes of managing consultation records and responding to disputes, and destroys such information without delay upon expiry of that period.

③ Where other laws provide for the retention of personal information, the Company stores such information separately from other personal information for the period prescribed by the relevant law and does not use it for any purpose other than that purpose.

④ Destruction procedure

- Personal information for which grounds for destruction have arisen is destroyed following an approval procedure by the Chief Privacy Officer.

⑤ Destruction method

- Personal information stored in electronic file format is deleted by technical methods that render the records irreproducible.
- Personal information recorded in paper documents is shredded or incinerated.

Article 4 Provision of Personal Information to Third Parties

① The Company does not use users' personal information beyond the scope notified in Article 1, nor provide it to third parties. The following cases are exceptions.

- Where the user has consented in advance to provision to a third party
- Where there are special provisions in laws

- Where an investigative agency makes a request in accordance with the procedures and methods prescribed by relevant laws such as the Protection of Communications Secrets Act

② Where personal information is provided under a partnership with a third party, the Company notifies users in advance of the recipient, the purpose of provision, the items provided, and the retention and use period, and provides such information only within the scope consented to by the user. The same procedure applies where the partnership is changed or terminated.

③ Where the rights and obligations of the service provider are transferred due to a sale, merger, or acquisition, the Company notifies users in advance and in detail of the reasons and procedures, and grants users the option to withdraw their consent.

④ The entrustment of personal information processing and the overseas transfer incidental thereto under Article 5 do not constitute provision to a third party under PIPA; such matters are set out in Article 5.

Article 5 Entrustment of Personal Information Processing and Overseas Transfer

① The Company entrusts personal information processing tasks as follows for the smooth operation of its website.

Trustee	Entrusted Work	Retention and Use Period
Amazon Web Services Korea LLC	Website server operation and data storage (Korea, domestic region)	Until termination of the entrustment agreement
Stibee Inc.	Newsletter delivery and subscriber management	Until termination of the entrustment agreement or withdrawal of consent to
Google LLC	Operation of the web log analytics tool (Google Analytics 4)	14 months from the date of collection
Meta Platforms, Inc.	Operation of the advertising performance measurement and personalized advertising tool (Meta Pixel)	In accordance with the provider's own privacy policy

② When entrusting, the Company specifies in documents, through the relevant agreement or service terms, matters such as the prohibition of processing personal information for purposes other than performing the entrusted work, technical and managerial protection measures, restrictions on re-entrustment, and the management and supervision of the trustee, and supervises compliance therewith. Where the content of the entrusted work or the trustee changes, the Company discloses this through this Privacy Policy.

③ The Company transfers personal information overseas as follows. All of the overseas transfers set out below constitute entrustment of personal information processing under Paragraph 1, and are disclosed through this Privacy Policy pursuant to Article 28-8 (1) 3 and Article 28-8 (2) of PIPA.

Transferee	Country	Items Transferred	Date and Method of Transfer	Purpose of Use	Retention and Use Period	Contact
Google LLC	United States	Cookies, access IP addresses, page usage records, referral path	Automatically transmitted over the network when the website is visited	Web log analytics (Google Analytics 4)	14 months from the date of collection	https://support.google.com/policies/troubleshooter/7575787
Meta Platforms, Inc.	United States	Cookies, access IP addresses, event usage records	Automatically transmitted over the network when the website is visited	Advertising performance measurement and provision of personalized advertising (Meta Pixel)	In accordance with the provider's own privacy policy	https://www.facebook.com/help/contact/540977946302970

④ Users may refuse the overseas transfer of their personal information. The method of refusal is the same as the cookie blocking and personalized advertising opt-out settings described in Article 2, Paragraphs 4 and 5. Refusing overseas transfer does not restrict the use of the website.

⑤ Personal information collected through the website inquiry form is stored on servers in a domestic region (i.e., Korea) operated by the trustee referred to in Paragraph 1, and is not transferred overseas.

Article 6 Rights and Obligations of Data Subjects and How to Exercise Them

① Data subjects may at any time exercise their rights, including the rights to request access to, correction of, deletion of, and suspension of the processing of their personal information, and to withdraw consent.

② Such rights may be exercised by making a request in writing, by telephone, or by email to the Chief Privacy Officer listed in Article 10, and the Company will take action without delay. Requests may also be made through the Personal Information Protection Portal (<https://www.privacy.go.kr>).

③ Data subjects may exercise their rights through a representative, such as a legal guardian or a duly authorized agent. In such cases, a power of attorney in the form of Attached Form No. 11 of the Notice on Methods of Processing Personal Information must be submitted.

④ Where a request for correction or deletion is received, the Company does not use or provide the relevant personal information until processing of the request is complete. Where incorrect personal information has already been provided to a third party, the Company notifies the third party of the correction result without delay so that the correction is made.

⑤ Deletion may not be requested where the relevant personal information is expressly specified as subject to collection under other laws.

⑥ Where a data subject requests access, correction, deletion, or suspension of processing pursuant to their rights, the Company verifies whether the person making the request is the data subject or a duly authorized representative.

⑦ Data subjects are responsible for entering and maintaining their personal information accurately, and are responsible for any problems arising from the entry of inaccurate information. Misappropriation of another person's personal information may be subject to punishment under relevant laws.

Article 7 Personal Information of Children Under the Age of 14

The Company's website is not directed at children under the age of 14 and does not collect the personal information of children. Where the Company becomes aware that the personal information of a child under the age of 14 has been collected, it destroys such information without delay and ceases the relevant processing.

Article 8 Pseudonymized Information and Automated Decisions

- ① The Company does not pseudonymize and utilize personal information collected in connection with the use of its website.
- ② The Company does not make automated decisions under Article 37-2 of PIPA (decisions made by a fully automated system processing personal information that affect the rights or obligations of data subjects) in connection with the use of its website.

Article 9 Measures to Ensure the Security of Personal Information

The Company takes the following measures to prevent personal information from being lost, stolen, leaked, forged, altered, or damaged.

- ① Managerial measures
 - Minimization of personnel handling personal information
 - Designation of a Chief Privacy Officer
 - Management of access accounts and passwords of personnel handling personal information
 - Installation and operation of antivirus software on work computers
- ② Technical measures
 - Management of access rights to the personal information processing system and retention of access records
 - Response to malicious code through up-to-date antivirus software
 - Encrypted transmission of personal information (SSL/TLS) and encrypted storage of information subject to encryption under applicable law
- ③ Physical measures
 - Access control to locations where personal information is stored, such as server rooms and document storage rooms

Article 10 Chief Privacy Officer

- ① The Company designates a Chief Privacy Officer as set out below, to take overall responsibility for personal information processing work and to handle complaints and provide remedies for data subjects in relation to personal information processing.

Category	Details
Chief Privacy Officer	Hong Seok-beom
Title	CTO

Category	Details
Telephone	+82-2-6191-0049
Email	contact@fainers.ai
Address	13F, 1 Gangnam-daero 51-gil, Seocho-gu, Seoul, Republic of Korea (FAINDERS.AI Inc.)

② Requests for access to personal information are received and processed by the Chief Privacy Officer above.

③ Data subjects may direct to the contact above all inquiries, complaints, and requests for remedy relating to personal information arising in connection with the use of the website, and the Company will respond and take action without delay.

Article 11 Remedies for Infringement of Data Subject Rights

① Data subjects may apply for dispute resolution or counseling to the organizations below in order to obtain remedies for personal information infringement.

- Personal Information Dispute Mediation Committee: +82-1833-6972 (www.kopico.go.kr)
- Personal Information Infringement Report Center: 118 (privacy.kisa.or.kr)
- Cyber Investigation Division, Supreme Prosecutors' Office: 1301 (www.spo.go.kr)
- Cybercrime Reporting System, National Office of Investigation, Korean National Police Agency: 182 (ecrm.cyber.go.kr)

Article 12 Changes to This Privacy Policy

① This Privacy Policy may be supplemented, deleted, or amended in accordance with changes in laws, government policy, or the Company's internal policies.

② Where the Company amends this Privacy Policy, it discloses the reasons for and the content of the amendment through the Privacy Policy page of its website.

③ Revision history

- Revised on August 21, 2026 — The scope of application was reorganized to cover matters relating to the use of the website; provisions on the overseas transfer of personal information and on cookies and behavioral information were newly established; and provisions on the entrustment of personal information processing were supplemented.
 - Date of announcement: August 21, 2026
 - Effective date: August 28, 2026
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This English version is a translation of the original Korean Privacy Policy, provided for the convenience of users. In the event of any discrepancy or difference in interpretation between the Korean and English versions, the Korean version shall prevail.