

Rinalogy

Billing and Payment Terms & Conditions

Thank you for choosing Rinalogy. Please read these Billing and Payment Terms & Conditions (“T&Cs” or “Agreement”) which contain important information about your relationship with Rinalogy. You will become bound by these T&Cs when you place an order on our Website. You have the ability to review all information prior to completing the purchase of the Service(s) and have the option to discontinue this purchase.

Overview

Rinalogy, LLC was formed to develop technology that quickly finds the most relevant information in Big Data. Rinalogy Search is a user driven enterprise search solution empowered by machine learning to find the most accurate results in large data sets. Rinalogy Search offers a consolidated single query method that can be executed across multiple external or internal content and knowledge sources simultaneously (e.g. Google API, Google Patent Search, Windows Search Service, Elasticsearch, Sharepoint online and others) using connectors. From our Website shopping cart, subscribers may purchase licenses to enable any one or combination of connectors with Rinalogy Search for a monthly subscription fee (“Rinalogy Service”).

Billing and Payments

All transactions on this Website are billed in US Dollars for goods and services originating from the United States. All orders made through our online shopping cart will be delivered electronically. We will provide user account login credentials to access the software you have ordered after the payment transaction is successful.

- **Forms of Payments Accepted**

We accept Visa, Mastercard, American Express, Discover and JCB online through our shopping cart, and company check, bank wire or ACH deposit when making payment arrangements with us directly.

- **Recurring Prepaid Subscription Fees**

By completing a transaction on our Website, you agree to prepayment of subscription fees for the Rinalogy Service(s) you have selected. Your subscription will be billed on a monthly basis, on the anniversary of the initial order date. Your subscription to the Rinalogy Service(s) will continue until you notify us of your intent to cancel or we suspend or cancel the Services for non-payment.

- **Taxes**

You agree to pay all taxes and fees imposed by governments or governmental entities in relation with your Rinalogy Service subscription. We may not give advance notice of changes to these charges. To determine taxes & fees, we use the street address you identified as your billing address, unless the tax laws require use of a different address in which case we utilize the best information available to us to determine the correct address. For customers located in the State of Ohio, we are required to charge 7.8% sales tax on the sale of all Rinalogy Service subscriptions and customization services.

- **Termination and Cancellation Policy**

Rinalogy does not anticipate that you will fail to pay for the Rinalogy Service(s) on a timely basis, however we do not extend credit to subscribers. Rinalogy reserves the right to disable or terminate the Rinalogy Service(s) for non-payment.

When terminating the Rinalogy Service(s), you must contact us by email at support@rinalogy.com at least two (2) business days before the day on which your subscription fees are scheduled to process to avoid being billed for the next subscription period.

You can cancel your Rinalogy Service(s) subscription at any time and easily reestablish your subscription when you choose.

Once cancellation is processed, you will receive a confirmation email from us. Please keep this email for your records.

You will continue to have access to the Rinalogy Service(s) until the end of your current subscription period billing cycle, and you will not be charged moving forward. The monthly charge for the Rinalogy Service(s) will not be prorated for a final partial month of service, if applicable. The full monthly service fees will apply, even if your Rinalogy Service(s) is/are active for only a partial month.

- **Online Pricing Information**

Rinalogy does not warrant that the content on the Website is accurate, complete, or current. Despite our efforts, items on the Website may be mispriced and product and service descriptions may be inaccurate. Rinalogy reserves the right to correct any inaccuracies or omissions on the Website, to revoke any offer, to cancel your order, and to take any other actions it deems reasonable or necessary to rectify the error, regardless of whether charges have been applied to your account or credit card.

- **Billing Security**

Our Website and Shopping Cart uses Secure Sockets Layering (SSL) 128 bit security to encrypt your personal credit information, including your credit card number, before it is transmitted over the Web. SSL technology is the industry standard for secure online transactions.

Types of Information Collected

Rinalogy collects and maintains the following types of information on Rinalogy Search subscribers:

- a. **Personally Identifiable Billing Information (“PII”)**

This information includes your name, address, email address and telephone number, as well as financial account information (e.g. credit or debit card numbers, bank account numbers, etc.) which you have actively submitted, which may be required for billing purposes. As this information is of a very personal and sensitive nature, it is not used for any other purpose other than billing. This information is not shared or distributed beyond Rinalogy. Additionally, in order to maintain compliance with credit card security compliance programs, our credit card processor securely stores and tokenizes subscriber credit card account numbers and related billing PII to further protect our subscribers sensitive information.

b. Non-Personally Identifiable Information (“Non-PII”)

Non-PII is data about usage and service operation that is not associated with a specific personal identity. Examples of this type of information may include the type of Internet browser and the type of computer operating system you are using. We may collect and analyze Non-PII to evaluate subscribers’ use of the Rinalogy Service(s) and to enhance subscribers' online experience. Most Non-PII data is collected via cookies or other analysis technologies.

How we Use Personally Identifiable Information

When you do provide us with personally identifiable information, we may use that information in the following ways:

- a. to contact you;
- b. to install, configure, operate, provide, support, and maintain the Rinalogy Service(s);
- c. to manage the network supporting the Rinalogy Service(s);
- d. to confirm you are receiving the level(s) of service requested and are properly billed;
- e. to make you aware of new products or services that may be of interest to you;
- f. to understand the use of, and identify improvements to, the Rinalogy Service(s);
- g. to detect unauthorized reception, use, or abuse of the Rinalogy Service(s);
- h. to determine whether there are violations of any applicable policies and Terms of Use.

If you create a personal account or business account with us and provide us with any of the above information for the purpose of conducting business, you authorize us to store your name, company name, title, residential, business, or billing address, email address, and credit card and payment information. We may use third parties to carry out the foregoing and other business functions and, in such instances, these third parties may use your information for these limited purposes.

Non-Personally Identifiable Information. We collect and analyze Non-PII to measure the number of visitors to the different sections of our Website, to evaluate how visitors use our Website and to understand customer needs and trends, to carry out targeted promotional activities, and to generally help us make our Website more useful to visitors.

Other Terms

If we don't enforce our rights under these T&Cs in one instance, that doesn't mean we won't or can't enforce those rights in any other instance. If any part of this Agreement is held invalid that part may be severed from the Agreement.

You can't assign or transfer the Agreement or any of your rights or duties under it without our written consent. We may assign or transfer all or part of this Agreement, or your debts to us, without notice. You understand that the assignment or transfer of all or any part of this Agreement or your debt will not change or relieve your obligations under this Agreement.

This Agreement is the entire agreement between you and us regarding the rights you have with respect to your Rinalogy Service(s), except as provided by law.

The original version of the Agreement is in English. To the extent there are conflicts between the English version and any other language version, the English version will control.



Contact

Rinalogy, LLC
8180 Corporate Park Drive, Suite 140
Cincinnati, OH 45242 USA

Telephone: (513) 469-0660 Sales – Option 1, Support – Option 2
Fax: (513) 469-2223

Website: www.rinalogy.com

Email: info@rinalogy.com