

## **A. YOUR CALL WITH RAFT**

You have received an invite to join a call, virtual meetings, or web conference (“**call**”) with Vector AI Ltd (trading as Raft) (“**Raft**” “**we**” “**us**”).

Please note that we would like to record our calls with you to focus on your needs and expectations, instead of taking notes, and to enable our team to provide you with an even better experience with us.

To help us fulfil this purpose, we use Gong.io as a service provider to record the calls, provide us with the transcripts, extract relevant information for call summaries and analytics, and make intelligent recommendations to improve our service.

For more information on how we use, transfer and share your personal information, our data retention policy, and your rights as a data subject, please refer to our [privacy policy](https://www.raft.ai/privacy) (<https://www.raft.ai/privacy>).

## **B. WE NEED YOUR CONSENT**

**PLEASE NOTE THAT WE ALWAYS REQUIRE YOUR CONSENT TO RECORD THE CALL.**

**BY CLICKING “ACCEPT”, “JOIN”, “CONSENT” OR SIMILAR IN THE POP-BOX WHICH WILL APPEAR BEFORE YOU JOIN THE CALL, YOU WILL GIVE US YOUR CONSENT TO START RECORDING THE CALL.**

**IF YOU DON’T CONSENT TO THE RECORDING OF THIS CALL WE WON’T RECORD IT.**

## **C. REVOKE OR WITHDRAW YOUR CONSENT**

You can change your mind at any time.

Your consent to the recordings can of course be revoked at any time during or after the call by telling the Raft representative on the call or contacting Raft as described in our [privacy policy](https://www.raft.ai/privacy) (<https://www.raft.ai/privacy>).

## **D. WHAT INFORMATION DO WE COLLECT AND WHY?**

We record calls to focus on you instead of taking notes, and for enhancing our service and internal training purposes. It allows us to more effectively facilitate our customer service efforts, customer onboarding, product implementation and technical integration and to review and improve the quality of our customer call interactions, our operational efficiency and a seamless service integration across Raft’s teams during product set-up and integration. For this, we create recording transcripts and summaries of the key points discussed on the call. Review of the recordings and transcripts through analytics models enables us to better understand your service requirements discussed on the call.

After the call, we will share a link with you so that you can also access the recording.

## **E. SENSITIVE INFORMATION**

Please do not share any sensitive personal information of any kind. We do not request and have no intention to collect this type of information.

We also do not intend to record people around you. Please make sure that other persons in your surroundings are not recorded unintentionally, or that you have provided them with this notice and they acknowledged their approval to the recording.

### **HOW TO CONTACT US**

- Email: [compliance@raft.ai](mailto:compliance@raft.ai)
- Mail: Raft, 55 Southwark Street, London, England, SE1 1RU

If you are in Europe or the UK you may also contact our EU GDPR Representative DataRep or our UK Data Protection Officer DataGuard as described in the section “Notice to European Users” in our [privacy policy](https://www.raft.ai/privacy) (<https://www.raft.ai/privacy>).