1. Introduction and Overview.

This Privacy Policy (the “Privacy Policy”) provides a comprehensive description of how Snowflake Foundation (“we,” “our,” or “us”) collects, uses, and shares information about you in connection with the website at https://snowflake.so or its sub domains (the “Site”), as well as your rights and choices regarding such information. These terms apply to the Site and any other online location that links to this Privacy Policy (collectively, the “Services”).

By accessing or using the Site, you agree to our Terms of Service (the “Terms”) and understand that the Terms represent a binding agreement between you and us. By using the Services, you also agree to our collection, use, and disclosure practices, as well as any other activities described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, you should immediately discontinue the use of the Services and refrain from accessing the Site. If you have any questions or wish to exercise your rights and choices, please contact us at the email or portal address set forth in the “Contact Us” section below.

2. Changes to Privacy Policy.

We reserve the right to revise and reissue this Privacy Policy at any time. Any changes will be effective immediately upon our posting of the revised Privacy Policy. For the avoidance of doubt, your continued use of the Services indicates your consent to the revised Privacy Policy then posted.

3. Information Collection.

A. Information You Provide.

We may collect the following information about you when you use the Services:
- **Content**, within any messages you send to us (such as feedback and questions to information support).

You may choose to voluntarily provide other information to us that we have not solicited from you, and, in such instances, you are solely responsible for such information.

B. Information Collected Automatically.

Although at this time we do not automatically collect information from you when you access the Snowflake Foundation Services, it is possible that we may in the future.

We would utilize this information to operate and ensure the security, reliability, and robust performance of our Services.

We may also use tracking technologies to automatically collect information including the following

- **Log Files**, which are files that record events that occur in connection with your use of the Snowflake Foundation Services. Log files are created when you view content or otherwise interact with the Services.

- **Cookies**, which are small data files stored on your device that act as a unique tag to identify your browser. We will only use strictly necessary cookies in connection with the Site and Services. For the avoidance of doubt, the cookies that we include are essential for you to browse the Site and use its features, including accessing secure areas of the Site.

For further information on how we use tracking technologies for analytics, and your rights and choices regarding them, please see the “Analytics” and “Your Rights and Choices” sections below.

4. Use of Information.

We do not anticipate using, but we may collect and use information for business purposes in accordance with the practices described in this Privacy Policy. Our business purposes for collecting and using information include:

- Operating and managing the Services; performing services requested by you, such as responding to your comments, questions, and requests, and providing information support; sending you technical notices, updates, security alerts, information regarding changes to our policies, and support and
administrative messages; detecting, preventing, and addressing fraud, breach of Terms, and threats, or harm; and compliance with legal and regulatory requirements.

- Protecting the security and integrity of the Services; improving the Services and other websites, apps, products and services; conducting promotions, such as hack-a-thons, including to verify your eligibility and deliver prizes in connection with your entries; and fulfilling any other business purpose, with notice to you and your consent.

Notwithstanding the above, we may use information that does not identify you (including information that has been aggregated or de-identified) for any purpose except as prohibited by applicable law. For information on your rights and choices with respect to how we use information about you, please see the “Your Rights and Choices” section below.

5. Sharing and Disclosure of Information.

If we share or disclose information that we collect, we do so in accordance with the practices described in this Privacy Policy. The categories of parties with whom we may share information include:

- **Affiliates.** We share information with our affiliates and related entities, including where they act as our service providers or for their own internal purposes.

- **Service Providers.** We share information with third-party service providers for business purposes, including fraud detection and prevention, security threat detection, payment processing, customer support, data analytics, information technology, storage, and transaction monitoring. Any information shared with such service providers is subject to the terms of this Privacy Policy. All service providers that we engage with are restricted to only utilizing the information on our behalf and in accordance with our instructions.

- **Professional Advisors.** We share information with our professional advisors for purposes of audits and compliance with our legal obligations.

- **Merger or Acquisition.** We share information in connection with, or during negotiations of, any proposed or actual merger, purchase, sale or any other type of acquisition or business combination of all or any portion of our assets, or transfer of all or a portion of our business to another business.
- **Security and Compelled Disclosure.** We share information to comply with the law or other legal process, and where required, in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

- **Facilitating Requests.** We may share information about you at your request or direction.

- **Consent.** We may share information about you with your consent.

Notwithstanding the above, we may share information that does not identify you (including information that has been aggregated or de-identified) except as prohibited by applicable law. For information on your rights and choices regarding how we share information about you, please see the “Your Rights and Choices” section below.

6. **Other Parties.**

We may integrate technologies operated or controlled by other parties into parts of the Services. For example, the Services may include links that hyperlink to websites, platforms, and other services not operated or controlled by us.

Please note that when you interact with other parties, including when you leave the Site, those parties may independently collect information about you and solicit information from you. The information collected and stored by those parties remains subject to their own policies and practices, including what information they share with us, your rights and choices on their services and devices, and whether they store information in the U.S. or elsewhere. We encourage you to familiarize yourself with and consult their privacy policies and terms of use.

7. **Your Rights and Choices.**

- **Cookies.** We will only use strictly necessary cookies. These cookies are essential for you to browse the Site and use its features, including accessing secure areas of the Site.

- **Do Not Track.** Your browser settings may allow you to automatically transmit a “Do Not Track” signal to the online services you visit. Note, however, there is no industry consensus as to what site and app operators should do with regard to these signals. Accordingly, unless and until the law is interpreted to
require us to do so, we do not monitor or take action with respect to “Do Not Track” signals. For more information on “Do Not Track,” visit http://www.allaboutdnt.com.

Please be aware that if you disable or remove tracking technologies some parts of the Snowflake Foundation Services may not function correctly.


We implement and maintain reasonable administrative, physical, and technical security safeguards to help protect information about you from loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction. Nevertheless, transmission via the internet is not completely secure and we cannot guarantee the security of information about you.


The Services are intended for general audiences and are not directed at children. To use the Services, you must legally be able to enter into the Agreement. We do not knowingly collect personal information (as defined by the U.S. Children’s Privacy Protection Act, or “COPPA”) from children. If you are a parent or guardian and believe we have collected personal information in violation of COPPA, please contact us at team@snowflake.so and we will remove the personal information in accordance with COPPA.

10. Contact Us.

If you have any questions or comments about this Privacy Policy, our data practices, or our compliance with applicable law, please contact us:

By email: team@snowflake.so

This Privacy Policy has been designed to be accessible to people with disabilities. If you experience any difficulties accessing the information here, please contact us at team@snowflake.so.