

Ropes Privacy Policy

Last Updated: 7/6/2026

This privacy policy ("**Privacy Policy**") describes the types of personal information that Ropes AI Inc. ("**Ropes**," "**we**," "**our**," and/or "**us**") collects, uses, and discloses from individuals who use our website (including <https://www.ropes.ai/>) (our "**Website**") and potential candidates for employment or engagement ("**Candidates**") who use our services, including the Ropes Platform (our "**Services**").

You acknowledge the collection, use, disclosure, procedures, and other processing described in this Privacy Policy. Beyond the Privacy Policy, your use of our Website and Services is also subject to our Terms of Service <https://ropes.ai/terms>. This Privacy Policy does not apply to the extent we process personal information in the role of a processor or service provider on behalf of our customers.

Personal Information We Collect

We may collect a variety of personal information from or about you or your devices from various sources, as described below.

A. Personal Information You Provide to Us When You Use Our Website and Services

Contact Information. We may collect your personal information when you inquire about us, our Website, our Services, or when you otherwise interact with us, including when you sign up for or take part in our demos. This information may include your name, work email address, phone number, and any information you choose to provide to us.

Communications. If you contact us directly, we may receive personal information about you, such as your name, email address, the contents of a message or attachments that you may send to us, and other information you choose to provide. When you communicate with us online, our third-party vendors may receive and store these communications on our behalf.

Account Information. If you are a Candidate using our Services, we may collect the information you provide to create, update, or manage your account, including, for example, your name, email address, and phone number.

Careers. If you decide that you wish to apply for a job with us, you may submit your contact information and your resume online. We will collect the information you choose to provide on your resume, such as your education and employment experience.

Assessments. If you are a Candidate and use our Services directly, we will process your personal information to assess if you are legitimate. This may include your facial image, device fingerprint identifier, and IP address. Our analysis and assessment may be shared with our customer base as described under 'How We Disclose the Personal Information We Collect' below.

B. Personal Information We Collect When You Use Our Website or Services

Location Information. We may collect and infer your general location information, including, for example, by collecting and using your internet protocol (IP) address. We may aggregate this location information across prior sessions with different customers in the course of providing our Services.

Device Information. We may receive information about your device and software you use to access our Website and Services, including IP address, device type, device identifiers including device fingerprints, web browser type and version, and operating system version.

Biometric Information. As part of the Services, Ropes uses a third-party identity verification provider to verify candidate identity during assessments. This process may involve the analysis of biometric data, including facial imagery. This biometric processing is performed by our identity verification provider, subject to its own privacy policy and terms. Ropes may also use your webcam to estimate where you're looking on screen during assessments. This requires briefly processing biometric data (facial and eye geometry) which Ropes deletes once a gaze position is calculated. Ropes processes and retains biometric information in that context in accordance with our Biometrics Policy <https://www.ropes.ai/biometrics>.

User Content. If you are a Candidate using our Services, we may collect any information you submit, upload, publish, broadcast, or otherwise transmit to the Services, including software code, responses, data, text, video, and audio.

Identity Verification Information. If you are a Candidate using our Services, we may collect a photo of your government issued identification via our third-party service provider to verify your identity.

Assessment Integrity Information. If you are a Candidate using our Services, we may collect your video, audio, and other information on your screen during your assessment to validate the integrity of the assessment.

Usage Information. We automatically receive information about your interactions with our Website and Services, like the pages or other content you view and the dates and times of your visits.

Information from Cookies and Similar Technologies. We and our third-party partners collect information about your activities on our Services using cookies, pixel tags, SDKs, or other tracking technologies. Our third-party partners, such as analytics and security partners, may also use these technologies to collect information about your online activities over time and across different services.

C. Personal Information We Receive From Other Sources

Information from Customers. If you are a Candidate, we may receive information about you (such as your name, email address, and phone number) from our customers (i.e., staffing agencies or similar parties that you are working with) to send you a link to our Services.

If you have previously used the Ropes Platform in connection with any employer or engagement, Ropes may process personal information derived from that prior session and share this information for the benefit of other customers.

We may also collect personal information provided by our customers, even if you have not undertaken an assessment with us directly. For example, we may process resumes provided by these customers to analyze and identify fraud signals.

How We Use the Personal Information We Collect

We use the personal information we collect:

- To provide, maintain, improve, debug, and enhance our Website and Services;
- To train, develop, and improve the artificial intelligence, machine learning, and models that we use to support our Services;
- To understand and analyze how you use our Website and Services and develop new products, services, features, and functionality;
- To communicate with you, provide you with relevant updates and other information, provide information that you request, respond to comments and questions, and otherwise provide customer support;
- For marketing and advertising purposes, such as developing and providing promotional and advertising materials that may be relevant, valuable or otherwise of interest to you;
- To send you emails and text messages;
- To generate deidentified or aggregated data that we may use for any lawful purposes;
- To find and prevent fraud and abuse, resolve disputes, or respond to trust and safety issues that may arise, including to create a network of fraud signals;
- For compliance purposes, including enforcing our contracts or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency; and
- For other purposes for which we provide specific notice at the time the information is collected.

How We Disclose the Personal Information We Collect

Customers. We may disclose fraud signals derived from your personal information with other customers. These signals may include prior ID Verification outcomes, location data aggregated across prior sessions, device usage patterns, prior fraud flags, and the number of distinct contact identifiers previously associated with you across prior Ropes sessions.

Partners and Affiliates. We may disclose any information we receive to our current or future affiliates for any of the purposes described in this Privacy Policy.

Vendors and Service Providers. We may disclose any information we receive to vendors and service providers retained in connection with our Website or Services.

AI Service Providers. We may disclose information we receive to vendors that provide artificial intelligence services in connection with our Website or Services.

Analytics Partners. We use analytics services such as Google Analytics to collect and process certain analytics data. These services may also collect information about your use of other websites, apps, and online resources. You can learn more about Google's practices by visiting <https://www.google.com/policies/privacy/partners/>.

As Required By Law and Similar Disclosures. We may access, preserve, and disclose your information if we believe doing so is required or appropriate to:

- Comply with law enforcement requests and legal process, such as a court order or subpoena;
- Respond to your requests;
- Protect your, our, or others' rights, property, or safety;
- Protect against legal liability; or
- Investigate fraud or other unlawful activity.

For the avoidance of doubt, the disclosure of your information may occur if you post any objectionable content on or through our Website or Services.

Merger, Sale, or Other Asset Transfers. We may transfer your personal information to service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a corporate transaction in which we are acquired by or merged with another company or we sell, liquidate, or transfer all or a portion of our assets.

Consent. We may also disclose your information with your permission.

Legal Bases for Processing European Personal Data

If you are located in the European Economic Area (“**EEA**”) or the United Kingdom (“**UK**”), we only process your personal information when we have a valid “legal basis,” including as set forth below.

- **Consent.** We may process your personal information where you have consented to certain processing of your personal information. For example, we may process your personal information to send you marketing communications or to use cookies where you have consented to such use. To the extent the assessments conducted in the context of the Services involve the processing of biometric data, Ropes receives and processes that information on the basis of your explicit consent, obtained at the point of identity verification. You may withdraw your consent at any time by contacting us using the contact information provided below.
- **Contractual Necessity.** We may process your personal information where required to provide you with the Website or Services. For example, we may need to process your personal information to respond to your inquiries or requests.
- **Compliance with a Legal Obligation.** We may process your personal information where we have a legal obligation to do so. For example, we may process your personal information to comply with tax, labor and accounting obligations.
- **Legitimate Interests.** We may process your personal information where we or a third party have a legitimate interest in processing your personal information. Specifically, we have a legitimate interest in using your personal information for internal analytics purposes, to understand how our members, customers and potential customers use our website, and otherwise to improve the safety, security, and performance of the Website or Services. We only rely on our or a third party's legitimate interests to process your personal information when these interests are not overridden by your rights and interests.

Your Choices

Marketing Communications. You can unsubscribe from our promotional emails via the link provided in the emails. Even if you opt out of receiving promotional messages from us, you will continue to receive administrative messages from us. You can opt out from our promotional SMS messages by replying “STOP” to our message.

Do Not Track. There is no accepted standard on how to respond to “Do Not Track” signals, and we do not respond to such signals.

Your European Privacy Rights. If you are located in the EEA or the UK, you have additional rights described below.

- You may request access to the personal information we maintain about you, or update or correct inaccuracies in your personal information, restrict or object to the processing of your personal information, have your personal information anonymized or deleted, as appropriate, request not to be subject to a decision based solely on automated processing including profiling, or exercise your right to data portability to easily transfer your personal information to another company. In addition, you have the right to lodge a complaint with a supervisory authority, including in your country of residence, place of work or where an incident took place.
- You may withdraw any consent you previously provided to us regarding the processing of your personal information at any time and free of charge. We will apply your preferences going forward and this will not affect the lawfulness of the processing before you withdrew your consent.

You may exercise these rights by contacting us using the contact details at the end of this Privacy Policy. Before fulfilling your request, we may ask you to provide reasonable information to verify your identity. Please note that there are exceptions and limitations to each of these rights, and that while any changes you make will be reflected in active user databases instantly or within a reasonable period of time, we may retain personal information for backups, archiving, prevention of fraud and abuse, analytics, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

If you choose not to provide us with personal information we collect, some features of our Website or Services may not work as intended and we may not be able to deliver the Services.

Third Parties

Our Website and Services may contain links to other websites, products, or services that we do not own or operate or permit you to integrate with third-party services. We are not responsible for the privacy practices of these third parties. Please be aware that this Privacy Policy does not apply to your activities on these third-party services or any data you disclose to these third parties. We encourage you to read their privacy policies before providing any data to them.

Security

We make reasonable efforts to protect your data by using security measures designed to safeguard the data we maintain. However, because no electronic transmission or storage of data can be entirely secure, we can make no guarantees as to the security or privacy of your data.

Children's Privacy

We do not knowingly collect, maintain, or use personal information from children under 18 years of age, and no part of our Website or Services is directed to children. If you learn that a child has provided us with personal information in violation of this Privacy Policy, then you may alert us at support@ropes.ai.

International Visitors

Our Website and Services are hosted in the United States (“**U.S.**”) and intended for visitors located within the U.S. If you choose to use the Services from the European Union or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your personal information outside of those regions to the U.S. for storage and processing. We may also transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating our Website and Services. By providing any information, including personal information, on or to our Website or Services, you consent to such transfer, storage, and processing.

Changes to this Privacy Policy

We will post any adjustments to the Privacy Policy on this page, and the revised version will be effective when it is posted.

Contact Information

If you have any questions, comments, or concerns about our processing activities, please email us at support@ropes.ai or write to us at:

Ropes AI Inc.
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New York, NY 10016