

OpenAlex Privacy Policy

Last Revised: November 3, 2023

OpenAlex is a website featuring web-based tools created and maintained by Impactstory, Inc., doing business as OurResearch (the "Company," "we," "ours," "us"). We respect and value your privacy, and we are committed to protecting it through our compliance with this privacy policy ("Policy"). This Policy describes the types of information we may collect from you when you visit <https://openalex.org> (the "Site," a component of the Service), when you use or interact with the API, or when you use or interact with any other products, applications, or features provided by us (collectively, the "Service"), as well as our practices for collecting, using, maintaining, protecting, and disclosing that information. Any capitalized terms used but not defined in this Policy are defined in our Terms of Service.

If you do not agree with this Policy, or our other policies and practices, you should not use the Service. This Policy may change from time to time. We will notify you of material changes, but it is your responsibility to check this Policy periodically for updates.

How this Privacy Policy Applies

This Policy applies to information we collect: (1) on this Site; (2) in any electronic communication between you and the Service; (3) through the API or other web-based tools listed on the Site and maintained by us, and (4) when you interact with our applications on third-party websites and services.

This Policy does NOT apply to information collected by: (1) us offline or through any other means, including on any other website or service operated by any third party (including our affiliates and subsidiaries); or (2) any third party (including our affiliates and subsidiaries), including through any

application, website, or content that may link to or be accessible from or through the Service.

Types of Information We Collect & How We Collect It

Depending on how you use the Service, we, along with any third-party companies or individuals with whom we work, may collect information directly and voluntarily from you when you use the Service or contact us directly. We may collect Personal Information and Non-Personal Information, depending on how you use the Service and what information you provide to us.

Personal Information. Personal Information is generally any information that can be used to identify you individually, either by itself or in conjunction with other information.

Personal Information may include, without limitation:

- Contact Information, such as your name and email address
- Information about the organization for which you work;
- Demographic or location information, when that information is linked to other Personal Information or Non-Personal Information that allows an individual to be identified;
- Financial information, billing preferences, and your unique API key.

Non-Personal Information. Non-Personal Information includes information that is about you or about your use of the Service but does not identify you personally, such as:

- IP addresses
- Anonymous usage data;
- Referring/exit pages and URLs;
- Browser or platform type;
- Equipment used to access the Service;
- Language preferences;
- Preferences you submit and preferences that are generated based on data you submit; and

- The date and time of user requests.

How We Collect Non-Personal Information. We generally collect Non-Personal Information through automatic data collection technologies, which are described in more detail below.

*The preceding lists of Personal Information and Non-Personal Information we may collect are illustrative, not exhaustive.

Automatic Data Collection and How We Use It

For certain components of the Service, we may use automatic data collection technologies and analytics tools (such as Plausible.io) to collect information from your device or browser about your equipment, browsing actions, and patterns when you access, use, and interact with the Service. The information we collect automatically is statistical data and does not include Personal Information. We use this information to maintain the security and operation of the Service, and to gain insights about the functionality and use of the Service in order to improve the Service.

The technologies we use for the automatic data collection described above may include:

- Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to the Site.

Location Information

We may, from time to time, track user location through IP logging for security and fraud prevention purposes. Use location may also be tracked in connection with our use of automatic data collection technologies.

Do Not Track Disclosure

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. We do not track information about users or visitors to the Site over time and across third party websites to provide targeted advertising and there is no uniform technology standard for recognizing and implementing DNT signals, so we do not respond to Do Not Track (DNT) signals. However, some third party sites do keep track of your browsing activities when they serve you content, which enables them to tailor what they present to you. You may set your web browser to transmit a "Do Not Track" signal to websites and online services you visit. For more information on Do Not Track, please visit www.allaboutdnt.com.

Information from Minors

We do not knowingly collect personal information from persons under the age of 18. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor using the Services. If you have reason to believe that a minor has provided personal information through the Site, please contact us by email at team@ourresearch.org. If we learn we have collected or received personal information from a minor under 18 without verification of parental consent, we will delete that information.

How & Why We Use Your Information

The ways we use and disclose your Personal Information as described in this Policy are necessary for our legitimate business interests or for reasons related to an agreement between you and Impactstory. Our legitimate business interests include without limitation, facilitating the Service, evaluating and maintaining the functionality and security of the Service, developing and offering additional features and services to benefit all Users, and for purposes related to furthering the sales and use of our technology and services.

In situations where we have collected your Personal Information, we may use it to:

- Communicate with you.
 - For example, we may use your email address to contact you in response to your question or request, solicit feedback from you about the Service, provide technical support and service update notices, and inform you about new features and tools we may offer.
- Facilitate and carry out the functions of the Service;
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- Enforce our Terms of Service and other policies, and preventing prohibited or illegal activities, or violations of our Terms of Service;
- Improve the Service;
 - For example, we may identify ways to improve the Service based on your IP address activity or support requests you submit.
- To allow you to participate in interactive features on the Site;
- Administer referral programs, rewards, surveys, contests, or other promotional activities or sponsored events;
- Comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements;
- For any other purpose disclosed to you and to which you consent.

We use Non-Personal Information to help us to track trends and analyze use patterns on the Site, and to assess and improve the Service. Our server logs IP addresses of all requests, but we do not link IP addresses to any Personal Information, cookies, usage data, or any other user browsing data. IP addresses are used only for technical purposes like server load-balancing or bug fixing.

Impactstory may compile information and data in an aggregated form related to the performance, operation, and use of the Service (collectively, "Data Reports"), and may use such Data Reports for security, statistical, or operations analyses, and for research and development purposes. Data Reports shall not incorporate any information in a form that would identify any individual. Impactstory retains all right, title, and interest in and to the Data Reports, including all associated intellectual property rights.

If you are located in the EU or UK, this section applies to you.

The General Data Protection Regulation (GDPR) and UK GDPR require us to explain the valid legal bases we rely on in order to process your personal information. As such, we may rely on the following legal bases to process your personal information:

Consent. We may process your information if you have given us permission (i.e., consent) to use your personal information for a specific purpose. You can withdraw your consent at any time.

Performance of a Contract. We may process your personal information when we believe it is necessary to fulfill our contractual obligations to you, including providing our Services or at your request prior to entering into a contract with you.

Legitimate Interests. We may process your information when we believe it is reasonably necessary to achieve our legitimate business interests and those interests do not outweigh your interests and fundamental rights and freedoms.

Legal Obligations. We may process your information where we believe it is necessary for compliance with our legal obligations, such as to cooperate with a law enforcement body or regulatory agency, exercise or defend our legal rights, or disclose your information as evidence in litigation in which we are involved.

Vital Interests. We may process your information where we believe it is necessary to protect your vital interests or the vital interests of a third party, such as situations involving potential threats to the safety of any person.

If you are located in the Canada, this section applies to you.

We may process your information if you have given us specific permission (i.e., express consent) to use your personal information for a specific purpose, or in situations where your permission can be inferred (i.e., implied consent). You can withdraw your consent at any time.

In some exceptional cases, we may be legally permitted under applicable law to process your information without your consent, including, for example

If collection is clearly in the interests of an individual and consent cannot be obtained in a timely way

For investigations and fraud detection and prevention

For business transactions provided certain conditions are met

If it is contained in a witness statement and the collection is necessary to assess, process, or settle an insurance claim

For identifying injured, ill, or deceased persons and communicating with next of kin

If we have reasonable grounds to believe an individual has been, is, or may be victim of financial abuse

If it is reasonable to expect collection and use with consent would compromise the availability or the accuracy of the information and the collection is reasonable for purposes related to investigating a breach of an agreement or a contravention of the laws of Canada or a province

If disclosure is required to comply with a subpoena, warrant, court order, or rules of the court relating to the production of records

If it was produced by an individual in the course of their employment, business, or profession and the collection is consistent with the purposes for which the information was produced

If the collection is solely for journalistic, artistic, or literary purposes

If the information is publicly available and is specified by the regulations

How We Disclose Your Information

We may disclose any Personal Information or Non-Personal Information you share with us to certain third parties for the purpose of facilitating and carrying out the Service, such as the providers of servers for our email communications who are provided access to user's email address for purposes of sending emails from us. Those vendors use your Personal Information only at our direction and in accordance with our Privacy Policy. We may disclose aggregated, anonymous information about our users and any information that does not identify any specific individual for business purposes.

We may also disclose your personal information: (1) to comply with any court order, law, or legal process, including to respond to any government or regulatory request; (2) to ensure compliance with our Terms of Service and other agreements, such as billing; (3) to protect the rights, property, or safety

of Impactstory, our customers, or others; and (4) in connection with or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. Except as otherwise stated in this Policy, we do not sell, trade, rent, or otherwise share your Personal Information with third parties without your consent.

Data Security

We implement security measures designed to protect your information from unauthorized access, use, or disclosure. We protect your information from potential security breaches by implementing certain technological security measures including encryption, firewalls and secure socket layer technology. However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by breach of such firewalls and secure server software. By using our Service, you acknowledge that you understand and agree to assume these risks, and Impactstory shall not be responsible for the circumvention of any of the Service's privacy settings or security measures. If you have a unique API key we urge you to take steps to keep your API key protected from unauthorized use by others. We may store your information for up to six months after you stop using the Service, unless you request that we delete your information sooner in accordance with this Policy.

Your Rights Related to Your Information

In some regions (like the EEA, UK, Switzerland, and Canada), you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or erasure; (iii) to restrict the processing of your personal information; (vi) if applicable, to data portability; and (vii) not to be subject to automated decision-making. In certain circumstances, you may also have the

right to object to the processing of your personal information. We will consider and act upon any request in accordance with the applicable data protection laws.

You may request a copy of your personal data from us at any time. If you request a copy of your data, we will provide you a copy in a structured, electronic format.

You may also request that your personal data be corrected if you believe it is incorrect or incomplete, or that it be deleted entirely. We will delete your personal data upon your request if you send us a request with a description of the basis for your request; however, we may first restrict processing of your data as permitted under applicable law in order to assess your request prior to any deletion of data.

Finally, you may object to our processing of your personal data, or request that we restrict the processing of your personal data. If you request that we restrict processing of your data, we will stop processing your data, but we may still store your data as permitted under applicable law pending an assessment of your request.

We may not be able to delete your personal data except by also deleting your account, if applicable. We may not be able to accommodate a request to change or delete information if we the change would violate any law or legal requirement, or if such change would cause the information to be incorrect.

You may revoke consent to our processing activities that are based on your consent, if and when applicable. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Please direct all requests related to your information to Jason Priem at team@ourresearch.org.

If you are a resident of the European Economic Area or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here:

https://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm

Rights Available to Certain United States Residents

Residents of certain states within the United States are granted specific rights related to access and processing of personal information.

What categories of personal information do we collect?

We have collected the following categories of personal information in the past twelve months:

A. Identifiers

- a. Examples: Contact details, such as real name, alias, postal address, telephone or mobile contact number, unique personal identifier, online identifier, Internet Protocol address, email address, and account name

We have NOT collected the following categories of information in the past twelve months:

- A. Personal information as defined in the California Consumer Records statute
- B. Protected classification characteristics under state or federal law
- C. Commercial information (such as transaction information, purchase history, payment information)
- D. Biometric information
- E. Internet or other similar network activity (such as browsing history, search history, online behavior or interest data)

- F. Geolocation data
- G. Audio, electronic, visual, thermal, olfactory, or similar information
- H. Professional or employment-related information
- I. Education information
- J. Inferences drawn from personal information
- K. Sensitive personal information

How do we use and share your personal information?

See “How and Why We Use Your Information” above.

Will your information be shared with anyone else?

We may disclose your personal information with our service providers pursuant to a written contract between us and each service provider.

We may use your personal information for our own business purposes, such as for undertaking research for technological development and demonstration. This is not considered “selling” your personal information.

We have not disclosed, sold, or shared any personal information to third parties for a business or commercial purpose in the preceding twelve (12) months. We will not sell or share personal information in the future belonging to website visitors, users, and other consumers

See also, “How We Disclose Your Information” above.

California Residents

California Civil Code Section 1798.83, also known as the "Shine The Light" law permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared

personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us using the contact information provided below.

If you are under 18 years of age, reside in California, and have a registered account with the Services, you have the right to request removal of unwanted data that you publicly post on the Services. To request removal of such data, please contact us using the contact information provided below and include the email address associated with your account and a statement that you reside in California. We will make sure the data is not publicly displayed on the Services, but please be aware that the data may not be completely or comprehensively removed from all our systems (e.g., backups, etc.).

CCPA Privacy Notice

This section applies only to California residents. Under the California Consumer Privacy Act (CCPA), you have the rights listed below.

The California Code of Regulations defines a "residents" as:

(1) every individual who is in the State of California for other than a temporary or transitory purpose and (2) every individual who is domiciled in the State of California who is outside the State of California for a temporary or transitory purpose

All other individuals are defined as "non-residents."

If this definition of "resident" applies to you, we must adhere to certain rights and obligations regarding your personal information

Your rights with respect to your personal data

Right to request deletion of the data –Request to delete

You can ask for the deletion of your personal information. If you ask us to delete your personal information, we will respect your request and delete your personal information, subject to certain exceptions provided by law, such as (but not limited to) the exercise by another consumer of his or her right to free speech, our compliance requirements resulting from a legal obligation, or any processing that may be required to protect against illegal activities.

Right to be informed – Request to know

Depending on the circumstances, you have a right to know:

- whether we collect and use your personal information;
- the categories of personal information that we collect;
- the purposes for which the collected personal information is used;
- whether we sell or share personal information to third parties;
- the categories of personal information that we sold, shared, or disclosed for a business purpose;
- the categories of third parties to whom the personal information was sold, shared, or disclosed for a business purpose;
- the business or commercial purpose for collecting, selling, or sharing personal information; and
- the specific pieces of personal information we collected about you.

In accordance with applicable law, we are not obligated to provide or delete consumer information that is de-identified in response to a consumer request or to re-identify individual data to verify a consumer request.

Right to Non-Discrimination for the Exercise of a Consumer Privacy Rights

We will not discriminate against you if you exercise your privacy rights.

Right to Limit Use and Disclosure of Sensitive Personal Information

We do not process consumer's sensitive personal information.

Verification process

Upon receiving your request, we will need to verify your identity to determine you are the same person about whom we have the information in our system. These verification efforts require us to ask you to provide information so that we can match it with information you have previously provided us. For instance, depending on the type of request you submit, we may ask you to provide certain information so that we can match the information you provide with the information we already have on file, or we may contact you through a communication method (e.g., phone or email) that you have previously provided to us. We may also use other verification methods as the circumstances dictate.

We will only use personal information provided in your request to verify your identity or authority to make the request. To the extent possible, we will avoid requesting additional information from you for the purposes of verification. However, if we cannot verify your identity from the information already maintained by us, we may request that you provide additional information for the purposes of verifying your identity and for security or fraud-prevention purposes. We will delete such additionally provided information as soon as we finish verifying you.

Other privacy rights

You may object to the processing of your personal information.

You may request correction of your personal data if it is incorrect or no longer relevant, or ask to restrict the processing of the information.

You can designate an authorized agent to make a request under the CCPA on your behalf. We may deny a request from an authorized agent that does not submit proof that they have been validly authorized to act on your behalf in accordance with the CCPA.

You may request to opt out from future selling or sharing of your personal information to third parties. Upon receiving an opt-out request, we will act upon the request as soon as feasibly possible, but no later than fifteen (15) days from the date of the request submission.

To exercise these rights, you can contact us by visiting <https://openalex.org/help>, by visiting <https://openalex.org/help>, or by referring to the contact details at the bottom of this document. If you have a complaint about how we handle your data, we would like to hear from you.

Colorado Residents

This section applies only to Colorado residents. Under the Colorado Privacy Act (CPA), you have the rights listed below. However, these rights are not absolute, and in certain cases we may decline your request as permitted by law.

Right to be informed whether or not we are processing your personal data

Right to access your personal data

Right to correct inaccuracies in your personal data

Right to request deletion of your personal data

Right to obtain a copy of the personal data you previously shared with us

Right to opt out of the processing of your personal data if it is used for targeted advertising, the sale of personal data, or profiling in furtherance of decisions that produce legal or similarly significant effects ("profiling")

To submit a request to exercise these rights described above, please email support@ourresearch.org or visit <https://openalex.org/help>.

If we decline to take action regarding your request and you wish to appeal our decision, please email us at support@ourresearch.org. Within forty-five (45) days of receipt of an appeal, we will inform you in writing of any action taken or not taken in response to the appeal, including a written explanation of the reasons for the decisions.

Connecticut Residents

This section applies only to Connecticut residents. Under the Connecticut Data Privacy Act (CTDPA), you have the rights listed below. However, these

rights are not absolute, and in certain cases we may decline your request as permitted by law.

Right to be informed whether or not we are processing your personal data

Right to access your personal data

Right to correct inaccuracies in your personal data

Right to request deletion of your personal data

Right to obtain a copy of the personal data you previously shared with us

Right to opt out of the processing of your personal data if it is used for targeted advertising, the sale of personal data, or profiling in furtherance of decisions that produce legal or similarly significant effects (“profiling”).

To submit a request to exercise these rights described above, please email support@ourresearch.org or visit <https://openalex.org/help>.

If we decline to take action regarding your request and you wish to appeal our decision, please email us at support@ourresearch.org. Within sixty (60) days of receipt of an appeal, we will inform you in writing of any action taken or not taken in response to the appeal, including a written explanation of the reasons for the decisions.

Virginia Residents

Under the Virginia Consumer Data Protection Act (VCDPA):

"Consumer" means a natural person who is a resident of the Commonwealth acting only in an individual or household context. It does not include a natural person acting in a commercial or employment context.

"Personal data" means any information that is linked or reasonably linkable to an identified or identifiable natural person. "Personal data" does not include de-identified data or publicly available information.

"Sale of personal data" means the exchange of personal data for monetary consideration.

If this definition of "consumer" applies to you, we must adhere to certain rights and obligations regarding your personal data.

Your rights with respect to your personal data

Right to be informed whether or not we are processing your personal data

Right to access your personal data

Right to correct inaccuracies in your personal data

Right to request deletion of your personal data

Right to obtain a copy of the personal data you previously shared with us

Right to opt out of the processing of your personal data if it is used for targeted advertising, the sale of personal data, or profiling in furtherance of decisions that produce legal or similarly significant effects ("profiling")

Exercise your rights provided under the Virginia VCDPA You may contact us by email at support@ourresearch.org or visit <https://openalex.org/help>. If you are using an authorized agent to exercise your rights, we may deny a request if the authorized agent does not submit proof that they have been validly authorized to act on your behalf.

Verification process

We may request that you provide additional information reasonably necessary to verify you and your consumer's request. If you submit the request through an authorized agent, we may need to collect additional information to verify your identity before processing your request.

Upon receiving your request, we will respond without undue delay, but in all cases, within forty-five (45) days of receipt. The response period may be extended once by forty-five (45) additional days when reasonably necessary.

We will inform you of any such extension within the initial 45-day response period, together with the reason for the extension.

Right to appeal

If we decline to take action regarding your request, we will inform you of our decision and reasoning behind it. If you wish to appeal our decision, please email us at support@ourresearch.org. Within sixty (60) days of receipt of an appeal, we will inform you in writing of any action taken or not taken in response to the appeal, including a written explanation of the reasons for the decisions. If your appeal is denied, you may contact the [Attorney General to submit a complaint](#)

Failure to Provide Personal Information

If you fail to provide Personal Information when it is required by law or necessary for us to perform our obligations under a contract with you, we may not be able to perform the contract. For example, if you fail to provide us with your billing information to pay for a Data Feed Subscription, we may not be able to provide you with the Data Feed Subscription you requested.

Data Retention

In general, we will only retain Personal Information for as long as you are using the Services or as otherwise needed to provide you the Services. We may also retain and use your Personal Information as necessary to satisfy any legal requirements, including enforcing our rights and agreements and resolving disputes. We will try to delete your information promptly consistent with these data retention practices. However, there might be some technical delay involved in deleting information from our servers, and backed-up versions might still exist after deletion. In addition, we do not delete any data that has been rendered completely anonymous or maintained in de-identified, aggregated form with data of other users (such as usage trend reports).

To determine the appropriate retention period for Personal Information, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

International Transfers of Data

Impactstory's principal business operations are conducted in the United States, but the Service may be available to users outside the United States. If you are visiting this Site from a country other than the United States, your communications with us may result in the transfer of information outside of the country from which you reside or use the Service. By visiting the Site, communicating electronically with us, and/or using the Service, you consent to any and all such transfers.

Links to Other Websites

As part of the Service, we may provide links to or compatibility with other websites or applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Policy applies solely to information collected by us through the Site and the Service. Therefore, this Policy does not apply to your use of a third party website accessed by selecting a link on our Site or via our Service. To the extent that you access or use the Service through or on another website or application, then the privacy Policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

Changes to Our Privacy Policy

We reserve the right to change this Policy and our Terms of Service at any time. We will notify you of significant changes to our Policy by sending a notice to the primary email address specified in your account or by placing a prominent notice on our site. Significant changes will go into effect thirty (30) days following such notification. Non-material changes or clarifications will take effect immediately. You should periodically check the Site and this privacy page for updates.

In the event we undergo a business transaction such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process your Personal Information as set forth in this Privacy Policy.

Contact Us

You have the right to make a complaint at any time to your local data protection authority if you have concerns regarding your rights under applicable law. We would, however, appreciate the chance to address your concerns so please contact us first so that we can discuss a resolution with you directly.

If you have any questions regarding this Policy or our data processing practices, please contact us by sending an email to team@ourresearch.org.

Our full details are:

Full name of legal entity: Impactstory, Inc.

Individual Contact: Jason Priem

Email address: team@ourresearch.org

Postal address: 500 Westover Dr #8234 Sanford, NC 27330-8941

Telephone number: 778-848-4724