

隱私權政策

Privacy Policy

日期: 2022年8月4日

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介紹

Intro

您的隱私對我們而言十分重要。此份隱私權政策解釋開發者平台(下稱「本產品」)處理何種個人資料、如何處理它, 以及為何處理它。本產品包括服務、網站、應用程式、軟體及應用程式介面。此《隱私權政策》適用於本產品所有與您的互動如下。

Your privacy is important to us. This privacy statement explains the personal data that Developer console (hereinafter this “Product”) processes, how this Product processes it, and for what purposes. References to this Product in this Privacy Policy include services, websites, apps, software and APIs. This privacy policy applies to all interactions that this Product has with you as follows.

我們收集的資訊

Information We Collect

為了向包括但不限於開發者的所有使用者提供更優質的服務, 我們透過您與本產品之互動收集資訊; 這些資訊可協助我們判斷基本設定 (例如您使用的語言), 甚至分析更複雜的內容 (例如對您目前最需要的情境、您在語音辨識應該用的文字、語意上表達的對象, 或是您可能接下來會需要的幫助)。

We collect information through the interactions that this Product has with you in order to provide a better service to all users, including but not limited to developers; this information can help us determine basic settings (such as the language you use), and even analyze more complex content (such as the situation you need most right now, the wording you should use for speech recognition, the semantics of the object, or the help you might need next).

本產品收集資訊的管道如下:

The channels for this Product to collect information are as follows:

您提供的資訊。舉例來說, 您的個人使用設定、聲音、影像、文字等。我們經由您使用本產品服務或與本產品互動而取得的資訊。我們會針對您使用的服務和使用方式收集相關資訊, 例如您造訪採用本產品服務的內容, 觀看、閱讀或是聆聽我們的內容並進行互動時的相關資訊。這類資訊包括:

Information you provide, for example, your personal usage settings, audio, video, text, etc. Information we obtain through your use of this Product services or your interactions with us. We will collect relevant

information about the services you use and how you use them, such as information about when you visit the content using this Product service, see, read or listen to our content and interact with it. Such information includes:

- **裝置資訊**
- Device Information

我們會收集裝置專屬資訊（例如您的硬體型號、系統版本、裝置的唯一識別碼，以及包括電話號碼在內的行動網路資訊）。

We collect device-specific information (such as your hardware model, system version, IMEI, and mobile network information including phone numbers).

- **紀錄資訊**
- Record information

當您使用本產品服務或瀏覽本產品提供的內容時，我們會自動收集特定資訊並儲存在伺服器紀錄中。這類資訊包括：

When you use the This Product service or browse the content provided by This Product, we automatically collect certain information and store it in server records. Such information includes:

- 您對我們服務的使用詳情。
- Details of your use of our services.
- 共用逐字稿紀錄資訊，例如您分享共用的email清單，開啟共用的日期、時間以及權限。
- Shared verbatim transcript record information, such as the list of emails you shared with, the date, time, and permissions when sharing was turned on.
- 網際網路通訊協定位址。裝置活動資訊，例如當機資料、系統活動、硬體設定、瀏覽器類型、瀏覽器語言、您提出要求的日期和時間，以及參照連結網址。用於識別您的瀏覽器的專屬 cookie。
- Internet Protocol address. Device activity information, such as crash data, system activity, hardware settings, browser type, browser language, date and time of your request, referring URLs, and unique cookies used to identify your browser.

- **位置資訊**
- Location information

當您使用本產品服務時，我們會收集並處理您實際所在位置的相關資訊。我們會使用各種技術判斷您的所在位置，包括 IP 位址、GPS 和其他感應器（例如能夠為本產品提供附近裝置、Wi-Fi 存取點和手機基地台相關資訊的感應器）。

When you use this Product service, we collect and process information about your actual location. We use a variety of technologies to determine your location, including IP address, GPS, and other

sensors (such as sensors that can provide this Product with information about nearby devices, Wi-Fi access points, and cell phone base stations).

- **本產品程式編號**
- This Product Program Number

本產品的專屬應用程式編號；當您安裝或解除安裝服務，或是服務定期與我們的伺服器連線（例如進行自動更新）時，系統就會將這個編號以及安裝資訊（例如作業系統類型和應用程式版本號碼）傳送給本產品。

The unique application number of this Product; when you install or uninstall the service, or when the service connects to our servers periodically (such as for automatic updates), the system associates this number with installation information (such as operating system type and application version number) to this Product.

- **本機存放區**
- Storage area

我們會運用存放區（包括聲音、文字、影像、數位資料、文件）和應用程式資料快取等機制，收集資訊（包括且不限於個人資訊）並將其儲存在您的裝置本機中。

We will use mechanisms such as storage areas (including voice, text, images, digital data, documents) and application data caching to collect information (including but not limited to personal information) and store it on your device.

- **Cookie 和類似技術**
- Cookies and Similar Technologies

當您造訪本產品各項服務時，本產品會使用各種技術收集並儲存資訊，這可能包括使用 Cookie 或類似技術來識別您的應用以及裝置。凡是與您的本產品 帳戶連結的資訊，我們一律會視為個人資訊。想進一步瞭解如何存取、管理或刪除與 本產品 帳戶連結的資訊，請參閱此《隱私權政策》的「資訊透明化和選擇權」一節。

When you visit the services of this Product, this Product uses a variety of technologies to collect and store information, which may include the use of cookies or similar technologies to identify your applications and devices. All information associated with your this Product account will be treated as personal information. For more information on how to access, manage, or delete the information linked to your this Product account, please see the “Information Transparency and Choice” section of this Privacy Policy.

我們如何使用收集到的資訊

How we use the information we collect

我們會將收集自本產品各項服務的資訊用於提供、維持、保護與改善服務、開發新的服務，以及保護本產品和本產品使用者。當您與本產品聯絡時，我們會留存您的通訊紀錄，以協助解決您遇到的任何問題。我們會使用您的電子郵件地址，通知您本產品服務的相關事項。我們會使用透過 Cookie 和像素標記等其他技術收集到的資訊，改善您的使用體驗以及本產品整體服務品質。在將資訊用於本《隱私權政策》未載明的其他用途時，我們會先詢問您是否同意。本產品使用位於世界各地許多國家/地區的伺服器處理個人資訊，經過您的同意，我們會使用您所在國家/地區境外的伺服器來處理您的個人資訊若您不同意使用您所在國家/地區境外的伺服器，可能將無法使用本產品之服務。

We will use the information collected from this Product services to provide, maintain, protect and improve the services, develop new services, and protect this Product and the users. When you contact this Product, we will keep a record of your communication to assist you with any questions you may have. We will use your email address to notify you about this Product. We use the information collected through other technologies, such as cookies and pixel tags, to improve your experience and the overall quality of our service. When using the information for other purposes not stated in this "Privacy Policy", we will first ask you for your consent. This Product uses servers located in many countries/regions around the world to process personal information. With your consent, we will use servers outside your country/region to process your personal information. If you do not agree to use your location servers outside the country/region, you may not be able to use the services of this Product.

資訊透明化和選擇權

Information transparency and choice

大家對於隱私權的疑慮各有不同，我們的目標是明列我們所收集的資訊，讓您瞭解使用資訊的方式，再做選擇。例如，您可以：

Everyone has different privacy concerns, and our goal is to outline the information we collect so that you can understand how it is used and make choices. For example, you can:

- 分享你的資訊
- Share your information

本產品可以讓您與其他人分享資訊。當您公開分享資訊時，請記得，包括本產品在內的各家搜尋引擎都可對該資訊建立索引。

This Product allows you to share information with others. When you share information publicly, please remember that various search engines, including this Product, can index this information.

- 存取及更新您的個人資訊
- Access and update your personal information

無論您何時使用我們的服務，我們都致力讓您能夠存取自己的個人資訊。如果該資訊有誤，我們會盡力提供管道讓您可以迅速更新或刪除資訊，但如果我們基於正當業務或法律目的考量必須保存該資訊時，則不在此列。更新您的個人資訊時，我們會請您先驗證身分，再受理您的要求。我們會拒絕處理過度重複、需要過多技術人力（例如必須開發新系統或徹底改變現有做法）、危害其他使用者隱私權、極度不切實際（例如索取儲存於備份系統上

的資訊) 的存取要求。除非相關作業過於繁複, 否則我們不會就資訊存取和改正收取任何費用。我們致力於在維持服務的同時也保護資訊不致遭到意外或惡意毀損。因此, 當您從我們的服務中刪除資訊後, 我們可能不會立即將殘餘檔案副本從動態伺服器中刪除, 也可能不會從備份系統移除該資訊。

We are committed to giving you access to your personal information whenever you use our services. If the information is inaccurate, we will endeavor to provide a means by which you can quickly update or delete the information, except when we have a legitimate business or legal reasons to keep the information. When updating your personal information, we will ask you to verify your identity before accepting your request. We will refuse to process excessively repetitive access requests, require too much technical manpower (such as having to develop new systems or completely change existing practices), jeopardize the privacy rights of other users, or are extremely impractical (such as requesting information stored on backup systems). We do not charge any fees for information access and correction unless the work involved is too onerous. We are committed to maintaining the service while protecting the information from accidental or malicious destruction. Therefore, when you delete information from our services, we may not immediately delete residual copies of files from our dynamic servers, nor may we remove the information from our backup systems.

我們分享的資訊

Information we share

除非適用下列任一情況, 否則我們不會與本產品 以外的其他公司、機構或個人分享使用者的個人資訊:

We will not share a user's personal information with other companies, institutions, or individuals other than this Product unless any of the following applies:

- **事先徵得您的同意**
- With your prior consent

在為提供更好的服務, 我們只會徵得您的同意時, 才與本產品 以外的其他公司、機構或個人分享個人資訊。分享任何敏感的個人資訊前, 我們都會先徵求您的同意。

In order to provide better services, we will only share personal information with other companies, institutions, or individuals other than this Product with your consent. We will seek your consent before sharing any sensitive personal information.

- **供外部處理**
- For external processing

我們會將個人資訊提供給我們的關係企業或其他可信賴的公司或人員, 請他們根據我們的指示, 並遵守本《隱私權政策》和任何其他適當的保密和安全措施, 代為處理這類資訊。

We will provide personal information to our affiliates or other trusted companies or persons and ask them to process such information on our behalf in accordance with our instructions and

compliance with this Privacy Policy and any other appropriate confidentiality and security measures.

- **基於法律原因**
- For legal reasons

如果我們真誠地認為，為了達到下列目的，對個人資訊的存取、使用、保存或揭露屬合理必要行為時，我們將與本產品以外的其他公司、機構或個人分享個人資訊：符合任何適用法律、法規、法律函狀或強制性政府調閱要求的規定。執行適用《服務條款》，包括調查可能的違規情事。偵測、防止或以其他方式處理詐欺、安全或技術問題。依法律規應或在合法範圍內，保護本產品、使用者或公眾之權利、財產或安全不致遭受危害。我們可能會對外公開並與合作夥伴 分享不含身分識別內容的資訊。舉例來說，我們可能會將資訊對外公開，讓外界瞭解本產品 服務的一般使用趨勢。如果本產品 涉及合併、收購事宜或出售資產，我們將繼續嚴守任何個人資訊之保密，並於個人資訊移轉或應適用不同隱私權政策前，先行通知受影響的使用者。

We will share personal information with other companies, institutions, or individuals other than this Product if we sincerely believe that the access, use, storage, or disclosure of personal information is reasonably necessary to achieve the following purposes: of any applicable law, regulation, legal letter or mandatory government access request. Enforce the applicable Terms of Service, including investigating possible violations, detecting, preventing, or otherwise addressing fraud, security, or technical issues. In accordance with the laws and regulations or within the legal scope, protect the rights, property, or safety of this Product, users, or the public from being endangered. We may disclose and share non-identifying information with our partners. For example, we may make information publicly available to allow outsiders to understand general trends in the usage of this Product Services. If this Product involves a merger, acquisition, or sale of assets, we will continue to strictly maintain the confidentiality of any personal information and notify affected users before personal information is transferred or a different privacy policy should apply.

資訊安全

Information Security

我們致力於保護所持有的本產品 和使用者相關資訊，防止未經授權而遭到存取、竄改、揭露或毀損。尤其是：

We are committed to protecting this Product and user-related information we hold from unauthorized access, alteration, disclosure, or destruction. especially:

- **我們使用 SSL 為我們的許多服務加密**
- We encrypt many of our services using SSL

我們會審查收集、儲存、處理資訊的做法（包括採取實體安全措施），保護系統不致發生未經授權的存取。我們僅允許為了代表我們處理個人資訊而需要知悉該等資訊的本產品 員

工、承包商和代理人存取資訊。且相關人員均須遵守嚴格的契約保密義務，一旦未遵守義務便將受到懲戒或解約處分。

We review our practices for collecting, storing, and processing information, including physical security measures, to protect our systems from unauthorized access. We only allow access to information to this Product employees, contractors, and agents who need to know about personal information in order to process it on our behalf. And relevant personnel must abide by strict contractual confidentiality obligations, and will be punished or terminated if they fail to comply with the obligations.

- 卸載本產品及撤銷同意之方式
- How to uninstall this Product and withdraw consent

您可以從本產品帳戶內直接刪除您所有的資料跟該帳戶。刪除帳戶可從 帳戶資訊頁內的刪除帳號提出需求並完成執行。

You may delete all of your data and account directly from your account of this Product. Deleting an account can be requested and completed from Delete Account on the Account Information page.

《隱私權政策》適用範圍

Scope of the Privacy Policy

我們的《隱私權政策》適用於本產品提供的所有服務、本產品在 Android & iOS 裝置上提供的服務，以及本產品在網站提供的服務，但另行訂定隱私權政策且未納入本《隱私權政策》的服務除外。我們的《隱私權政策》不適用於由其他公司或個人提供的服務，包括可能在搜尋結果中向您顯示的產品或網站、可能包含本產品服務的網站，或我們服務所連結到的其他網站。我們的《隱私權政策》不涵括其他為我們的服務做廣告的公司和機構所採用的資訊做法。這些公司和機構會使用 cookie、像素標記和其他技術來放送和提供相關廣告。

Our "Privacy Policy" applies to all services provided by this Product, services provided by this Product on Android & iOS devices, and services provided by this Product on the website, but otherwise set out the exception is for services whose privacy policy is not incorporated into this Privacy Policy. Our Privacy Policy does not apply to services provided by other companies or individuals, including products or websites that may be shown to you in search results, websites that may contain this Product services or links to which our services are linked other websites. Our Privacy Policy does not cover the information practices employed by other companies and agencies that advertise our services. These companies and agencies use cookies, pixel tags, and other technologies to serve and provide relevant advertisements.

- 政策執行以及與主管機關配合情形
- Policy implementation and cooperation with competent authorities

我們會定期審查本身產品和服務是否遵守《隱私權政策》，並恪守數項自律架構（包括 EU-US 和 Swiss-US Privacy Shield Frameworks）。我們收到正式的書面申訴後，將與申訴人聯絡，處理後續事宜。我們會與適當的主管機關（包括當地的資料保護主管機關）合作，解決任何有關個人資料移轉且無法由我們直接與使用者解決的申訴。我們的《隱私權政策》

會不時變更。我們不會在未經您明確同意的情況下，即縮減本《隱私權政策》賦予您的權利。隱私權政策變更時一律會在本頁發佈；如果屬於重大變更，我們會提供更明顯的通知（包括某些服務會以電子郵件通知隱私權政策的變更）。我們還會將本《隱私權政策》的舊版加以封存，方便您回顧。

We regularly review our products and services for compliance with the Privacy Policy and adhere to several self-regulatory frameworks (including EU-US and Swiss-US Privacy Shield Frameworks). Once we receive a formal written appeal, we will liaise with the complainant to follow up. We will work with the appropriate authorities, including local data protection authorities, to resolve any complaints about transfers of personal data that cannot be resolved by us directly with the user. Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your express consent. Changes to the Privacy Policy will always be posted on this page; if it is a material change, we will provide a more prominent notice (including some services that notify you of changes to the Privacy Policy by email). We will also archive older versions of this Privacy Policy for your convenience.

開發者產品

Developer Product

若您自特定開發者平台使用本產品，則此產品亦可稱為「開發者產品」，並適用開發者產品之特別規定如下。

If you obtain this Product from a certain Developer Console, this Product can also be called “Developer Product” and the rules of priority are applied as follows.

- 開發者產品包括相關軟體或工具，主要提供並規劃給組織和開發人員供其使用，包括：
 - 語音轉文字
 - 文字轉語音
 - 問答
 - 新聞事件集
- Developer Product is the related software or tool offered to and designed primarily for use by organizations and developers, including:
 - Speech-to-Text
 - Text-to-Speech
 - Question & Answer
 - News event clustering
- 您可以在開發者產品的文檔中詳細了解我們的開發者產品的功能和設置，包括影響您的隱私或最終使用者隱私的選擇。
- You can also learn more about our Developer Tools’ features and settings, including choices that impact your privacy or your end users’ privacy, in its documentation.
- 如果以下任何術語在此份《隱私權政策》中未定義，則它們的定義如下：
- If any of the terms below are not defined in this Privacy Policy, they have the definitions below.

- 一般的 (General)。當使用者嘗試、購買、使用或訂閱開發者產品，或通過此類產品獲得支持或專業服務時，本產品會收到您的數據並收集和生成數據，以提供服務（包括改進、保護和更新服務）、執行我們的業務營運以及使用者溝通。例如：
 - 當使用者與本產品代表有交流時，我們會收集客戶的姓名和聯繫資訊，以及有關使用者組織的訊息來協助互動。
 - 當使用者與本產品專業技術支持人員互動時，我們會收集設備和使用數據或錯誤報告以診斷和解決問題。
 - 當使用者為產品付款時，我們會收集聯繫方式和付款資訊來處理付款。
 - 當本產品向使用者發送通知時，我們使用數據來個人化訊息內容。
 - 當使用者與本產品專業服務人員互動時，我們會收集使用者指定聯繫人的姓名和聯繫方式，並使用使用者提供的訊息來執行客戶要求的服務。
- General. When a user tries, purchases, uses, or subscribes to the Developer Tools, or obtains support for or professional services with its software or tools, this Product receives data from you and collects and generates data to provide the service (including improving, securing, and updating the service), conduct our business operations, and communicate with the customer. For example:
 - When a user engages with this Product's representative, we collect the user's name and contact data, along with information about the user's organization, to support that engagement.
 - When a user interacts with this Product's support professional, we collect device and usage data or error reports to diagnose and resolve problems.
 - When a user pays for products, we collect contact and payment data to process the payment.
 - When this Product sends communications to a user, we use data to personalize the content of the communication.
 - When a user engages with this Product for professional services, we collect the name and contact data of the user's designated point of contact and use information provided by the user to perform the services that the user has requested.
- 開發者產品使您能夠購買、訂閱或使用來自本產品或具有不同隱私慣例的第三方的其他產品和線上服務，及受其各自的隱私聲明和政策的約束的其他產品和線上服務。
- The Developer Product enables you to purchase, subscribe to, or use other products and online services from this Product or third parties with different privacy practices, and those other products and online services are governed by their respective privacy statements and policies.
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