

# SevOne Privacy Statement

SevOne respects your privacy and is committed to protecting the personal information you share with us. This Privacy Statement describes how SevOne collects and uses your personal information to provide products, services and information that you request or when you choose to provide us with your personal information.

## **SCOPE**

This Privacy Statement applies to SevOne worldwide (which includes other SevOne offices and subsidiaries around the world).

## **PERSONAL INFORMATION**

Personal information means any information that may be used to identify an individual, including, but not limited to, a first and last name, email address, telephone number, postal or other physical address, other contact information, title, occupation, work industry, and other information which may be required by SevOne to provide products, services, and information to you.

## **INFORMATION COLLECTION**

When you browse our Web site, you do so anonymously, unless you have previously registered with us. We do collect IP (Internet Protocol) addresses of computers for the purpose of maintaining and improving site quality and integrity. This log is a standard method of reporting in order to statistically determine which parts of our Web site are visited and how long visitors spend there. We also log the type of browser and operating system you are using. We do not automatically collect other personal information, such as your email address.

Like many other commercial Web sites, the SevOne Web site may use a standard technology called a “cookie” to collect information about how you use the site. Please go to “Cookies and Other Tracking Technologies” below for more information.

At times we may request that you voluntarily supply us with personal information for purposes such as:

- when you register with SevOne;
- when you register as a partner;
- when you register an online program, event, or seminar;
- when you request product (including but not limited to product evaluation, tech preview and beta downloads), services or information;
- when you participate in SevOne events, surveys, questionnaires or evaluations; or
- otherwise correspond with us or request information from us.

In addition, from time to time, SevOne receives personal information from business partners and vendors. SevOne only uses such information for purposes as specified herein if SevOne reasonably believes that it has been duly collected in accordance with applicable laws.

## **HOW WE USE INFORMATION COLLECTED**

SevOne may use personal information to provide customers and business partners with information and services and to help us better understand your needs and interests. Specifically, we may use your information to help you complete a transaction or order, to communicate with you, to deliver products/services to you, to bill you for products/services you purchased, and to provide ongoing service and support. Occasionally we may use your information to contact you to complete surveys that we use for quality assurance purposes.

We may also use your personal information to send you, or to have our business partners or marketing agencies send you, direct marketing information or contact you for marketing research. Where required by local legislation, we will provide you with the opportunity to “opt in” prior to receiving direct marketing

information. At a minimum, we will always give you the opportunity to “opt out” of receiving materials you choose to unsubscribe.

## **INFORMATION SHARING AND DISCLOSURE**

As SevOne is a global company, your personal information may be shared with other SevOne offices or subsidiaries around the world. In such case, the entities concerned are governed by this Privacy Statement.

Within SevOne, data is stored in controlled servers with restricted access. Your personal information may be stored and processed worldwide in the global offices of SevOne or its marketing agents. Unless otherwise specified in this Privacy Statement, your personal information is not shared outside SevOne without your permission.

SevOne may send your personal information to other companies or people under any of the following circumstances:

- When we have your consent to share the information (if required under local law);
- If sharing your information is necessary to provide a product, service or information you have requested; by way of example, sharing your information with a bank, logistics company, event organizer, marketing agency, etc.;
- As part of a joint sales promotion or to pass sales leads to our business partners;
- To keep you up to date on the latest product announcements, software updates, special offers or other information we think you would like to hear about either from us, through our marketing agencies or from our business partners;
- For the purpose of conducting US Export law compliance checks, passing your information to our contracted vendors;
- For data and customer relations management, passing your data to our contracted service providers.

We reserve our right to disclose your personal information to a third party if we have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to (a) comply with any applicable law, regulation, legal process or enforceable governmental request, (b) enforce applicable Terms of Use, including investigation of potential violations thereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, or (d) protect against imminent harm to the rights, property or safety of SevOne, its users or the public as required or permitted by law.

## **COOKIES AND OTHER TRACKING TECHNOLOGIES**

Cookies, web beacons and/or similar devices were originally designed to help a Web site distinguish a user’s browser from a previous visitor and thus save and remember any preferences that may have been set while the user was browsing the site or to track the user’s activities. A cookie is a small string of text that a Web site can send to your browser. A cookie cannot retrieve any other data from your hard drive, pass on computer viruses, or capture your email address. Currently, SevOne uses cookies to enhance the user’s visit; in general, cookies can securely store a user’s ID and password, personalize home pages, identify which parts of a site have been visited or keep track of selections. A web beacon is a small transparent gif image that is embedded in an HTML page or email used to track when the page or email has been viewed. A similar device may be used by which a product or service may send data to a server when a set of user-initiated events occur such as when a selection is made. This device is similar to a cookie in that it tracks your visit and the data can only be read by the server that receives the data. It is different than a cookie in that it is not browser-based, may not function as an identification card, and does not store any data on your computer.

If you prefer not to receive cookies while browsing our Web site or via HTML-formatted emails, you can set your browser to warn you before accepting cookies and refuse the cookie when your browser alerts you to its presence. You can also refuse all cookies by turning them off in your browser, although you

may not be able to take full advantage of SevOne's Web site if you do so. In particular, you may be required to accept cookies in order to complete certain actions on our Web site. To use/navigate through many parts of our Web site, you do not need to turn on cookies.

## **E-MAIL**

SevOne does not sell its customers' e-mail addresses to third parties. We may disclose customers' e-mail addresses to business partners that perform marketing services for us. E-mail addresses you provide are used only to service your account and provide you with information on SevOne products and services. You may, however, opt out from any promotional emails.

## **SURVEYS**

Occasionally, we conduct surveys regarding our Web site or other products or services. The information you provide is used collectively for analytical purposes. You will not receive unsolicited communications as a result of your participation in a survey if you notify us not to contact you.

## **LINKS TO OTHER SITES**

On our Web site, we may provide links to third parties that provide articles and other information which may be of interest to you. Should you choose to visit these sites, you should read their privacy policies to understand what information they collect from you and how they use it.

## **FORUMS AND BLOGS**

SevOne's Web site allows our users to publish content via discussion forums, blogs, and other means. Any information that is disclosed in these forums becomes public information which could be read, collected or used by other users to send you unsolicited messages. We are not responsible for the personally identifiable information you choose to submit in these forums. You should exercise caution when deciding to disclose your personal information.

SevOne may, from time to time, send emails regarding our products and services to users who have published content through our Web site. Each participant's opinion expressed is his or her own and should not be considered as reflecting the opinion of SevOne. Note also that your use of these online communication tools is subject to our Terms of Use. Personal information given to SevOne may be transferred across state and country borders for data consolidation, storage and simplified information management.

## **CHANGES TO THIS PRIVACY STATEMENT**

SevOne will amend this Privacy Statement from time to time. If we make any substantial changes of this Privacy Statement, we will make that information available by posting a notice on this site.

## **HOW TO CONTACT US**

If you have questions or concerns about our collection, use, or disclosure of your personal information, please contact us.

## **Corporate Headquarters**

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