



Enfocus Privacy Policy



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1. Enfocus Privacy Policy

Enfocus bvba and its affiliated companies, for ease of reference in this privacy policy jointly referred to as Enfocus, created this privacy policy in order to demonstrate our commitment to privacy. We take your privacy seriously. In particular, we are committed to ensuring that your Personal Data is protected in accordance with our legal obligations and the commitments set forth herein.

This privacy policy describes how we collect and use information relating to you, from which you can be identified (known as 'Personal Data'). It should be read in conjunction with our Terms of Use and other terms and conditions that you are asked to sign up to when you use our [digital/online] services ('Services'), since these may contain additional information regarding how we use your Personal Data.

Below are the guidelines we use for protecting your Personal Data.

- Personal Data
- Cookies and Web Beacons
- Managing Your Information
- Security
- Contact Enfocus
- Changes in this privacy policy - Notification of Change

We also refer to Enfocus'

- End User License Agreement
- Software As A Service (SaaS) Agreement
- Enfocus' Customer Facing Data Security Policy
- Terms of use

as made available through our website: <http://www.enfocus.com/termsandconditions>.

Personal Data

Enfocus will not collect or process personal sensitive data, such as information on your racial or ethnic origin, political opinions, religious beliefs or other beliefs of a similar nature, physical or mental health or condition, or sexual life.

Enfocus collects information you provide, for example, at the time you register to use our website, subscribe to any of our services, post materials to a user forum, participate in a contest or online survey, request us to provide support services, via access credentials you use in combination with the use of our hosted services (Software As A Service) and/or via license management routines associated with the use of our software.

Some of the information is obtained by Enfocus by capturing how you interact with our products and/or services, for example through the use of technologies such as cookies on our website, and by receiving error reports or usage data from software or hardware products.

You have to take certain decisions regarding the information Enfocus collects and processes. You may choose not to provide us with the requested Personal Data, but failure to do so may inhibit our ability to do business with or provide products and services to you. Should you provide us with Personal Data, this will only be used in accordance with this privacy policy and such other terms and conditions referred to in this privacy policy.

The type of information collected by Enfocus depends on the products, services and features you use. The information may involve the following:

- **Name and contact information:** Enfocus collects your name, email address, mailing address and other contact data;
- **References:** Enfocus collects passwords, password hints, and similar security information used for authentication and account access associated with your Enfocus ID;
- **Demographic data:** Enfocus could collect data such as but not limited to job functions, industry, application, country, preferred language;
- **Usage data:** Enfocus collects information on the usage of our products, services and website:
 - *Website:* When you visit our website, Enfocus collects data on the features you use, the products and services you purchase and the pages you visit.
 - *Bug reports and performance data:* Enfocus collects data on the performance of our products, services and website, and on features used. Based on such data, Enfocus is able to diagnose problems that occur when using our products, services or website. In addition, such data is useful for improving our products, services, website and for offering future solutions. Depending on the type of product or service and its settings, such data may include anonymous measurement data or may be processed in combination with Your Enfocus ID, IP address or access credentials used in combination with our products and services; Error-reports generated may further contain specific data such as the type or severity of the problem and details of the software or hardware that is involved;
 - *Support Data:* When you request Enfocus support for troubleshooting errors or problems associated with Your use of our products or services, Enfocus collects information about you and about your hardware, software, and other details that are relevant to the support incident. This concerns data such as but not limited to contact or authentication information, information on the status of the device and the application at the time of the error and during the diagnosis, the content of files at the time of occurrence of an error and data on other software on your device, as well as system and registry data software installations and hardware configurations.
 - *License Management routines:* The services that Enfocus provide (Software As A Services) and the software that Enfocus licenses, include technical means necessary to allow You to use certain functionalities, or to limit Your use of these products to the functionality(-ies) that You licensed. As part of such mechanisms, certain data is collected and stored either locally (as part of local license management) or sent to Enfocus for remote processing, such as user name and password (e.g. the access credentials you use in combination with software provided in a Software-As-A-Service model, your Enfocus ID, computer name, platform, activation account, machine serial, IP address and other data of a similar nature).
- **Content:** Enfocus collects the content of messages you have sent to us, such as feedback and product reviews you have written, or questions and information you have provided (as part of your use of a user forum or otherwise).

Use of personal information

In general, Enfocus and its trusted third parties (as defined below) will use the information collected to ensure proper delivery of the products and services you purchased, in view of the performance of our associated obligations, and/or in view of any dispute You may have with Enfocus in relation to the same. Enfocus may further use such information to perform and improve our products, services and websites. In order to do so, Enfocus may enhance or merge your information collected with other operational data as well as data obtained from trusted third parties.

Links to other websites

This website contains links to other websites that are not owned or controlled by Enfocus. Links to other websites will open in a new browser window. Please be aware that Enfocus is not responsible for the privacy practices of such other websites. We encourage you to be aware when you leave our website, and to read the privacy statements of each and every website that collects personally identifiable information. This privacy policy applies only to information collected by the Enfocus websites.

Message boards/forums

This website may make forums and message boards available to you for use. Please remember that any information, including Personal Data, that You disclose as part of these forums and message boards becomes public information. You should exercise caution when deciding to disclose any Personal Data as part of these channels.

Electronic newsletters, marketing and communications

Enfocus offers various free electronic newsletters that you can subscribe to. As part of the subscription process, certain information including Personal Data may be collected (such as name, e-mail address, contact information etc.).

Enfocus may use the information collected to help Enfocus market our websites, products and services. Associated trusted third parties will be able to access your information, but only to perform tasks on our behalf and in compliance with this privacy policy.

You are provided the following choices regarding our marketing practices:

In general:

- You can ask Enfocus to stop sending you marketing emails by clicking the unsubscribe link included at the bottom of our marketing emails.
- You can opt-out of any future communications from us by emailing marketing@enfocus.com.

Other emails: In some cases, Enfocus needs to send you emails in view of the performance of our obligations related to Your use of our products. For example, Enfocus may email you to inform you that your subscription to particular products is expiring. You cannot opt out of these emails.

Contests

Enfocus may offer contests in which we request certain personal information. At a minimum, the required information includes name and email address. In some cases, the entrant must answer mandatory survey questions about a range of technical interests and Personal Data. The information gathered in the entry form is used to verify the entrant's identity and eligibility, to contact winners or prize recipients, and to market and sell our products. Because the rules and terms of each contest can vary, all information about each contest is clearly posted during the event.

Information sharing

Enfocus may transfer Personal Data to professional advisors, third party suppliers, distribution partners and subcontractors ("trusted third parties") who we use within the scope of performing our contract obligations, or who assist us in conducting our business such as data hosting, call center operations, credit agencies, e-mail management services analytics or other services in relation to our website or delivery of products and services.

These trusted third parties may have access to your Personal Data but only for use in connection with your customer relationship to Enfocus and our products and services.

Further, Enfocus may disclose Personal Data which we determine to be necessary to (a) comply with applicable law or regulations; in order to comply with court, administrative or governmental orders; (b) to protect any person from death or harm; (c) to prevent fraud or abuse; or (d) protect Enfocus' intellectual property rights. We will be transparent but prudent when receiving, scrutinizing and responding to government request for Personal Data.

Enfocus will not share, sell or rent your Personal Data for promotional purposes, and will not disclose Personal Data to outside organizations unless they are affiliated with Enfocus. Distributors, rental partners, affiliates, contractors, or other business partners of Enfocus may have access to your Personal Data as stated above, but only for the purposes mentioned in this privacy policy.

Where we store your personal data

Enfocus may transfer personal Data abroad, subject to the applicable legislation.

We may transfer your Personal Data to, or store it at, a destination outside the European Economic Area ("EEA"), including but not limited to the United States of America.

Your Personal Data may also be processed by staff operating outside the EEA who work for us or for one of trusted third parties. Such staff maybe engaged in, among other things, the fulfilment of your order and the provision of support services.

By submitting your Personal Data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Cookies and web beacons

Cookies are used to enhance your experience on our websites by allowing us to tailor the content of our website based on your interests, and to distinguish you from other users of our website. A cookie is a small file of letters and numbers that does not contain any Personal Data or confidential information, and that we store on your browser or the hard drive of your device if you agree. A cookie can contain information, such as a user ID or preferences, which the website uses to personalize content and track the pages you've visited. We will notify you of our use of cookies when you visit our website. You will have to accept the use of cookies explicitly.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies or other tracking mechanisms necessary to make our website function as intended. They include, for example, cookies that enable you to use a shopping cart.
- **Analytical/performance cookies.** They allow us to recognize and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognize you when you return to our website. This enables us to personalize our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

If you do not agree to our use of cookies, you can discontinue using of our website.

This privacy policy covers the use of cookies by www.enfocus.com only and does not cover the use of cookies by any business partners or software vendors.

Strictly necessary cookies will expire at the end of your session. Except for analytical/performance cookies and functionality cookies, all other cookies will expire after 2 years.

We also collect information through the use of Web beacons. Web beacons are tiny invisible graphics placed in some of our HTML-based emails to let us know what percentage of

emails are opened by the recipients. This allows us to gauge the effectiveness of certain communications and the effectiveness of our marketing campaigns.

MANAGING YOUR INFORMATION

Information correction, updating, closing Enfocus ID

You may request the following in connection with your Personal Data:

- You can let us know any time that you do not want your Personal Data to be used by us for direct marketing purposes, or that you do not want us to share your Personal Data with third parties. Please note that, due to the global nature of our operations, it may take several business days to process your request, and during that time, you may continue to receive marketing information;
- You can let us know in case Personal Data that we process is inaccurate or out of date;

SECURITY

Enfocus operates reasonable secure data networks protected by industry standard firewall and password protection systems. Our security and privacy policies are periodically reviewed and enhanced as necessary and only authorized individuals have access to the information provided by you. Any particularly sensitive information is encrypted prior to transmission using secure socket layer (SSL) technology. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

Enfocus only works with trusted third parties that have a proven track record and systems in place to safeguard your Personal Data.

Enfocus will retain information submitted by you or collected by Enfocus in view of the use of our products, services and website for as long as needed in view of the use cases set forth in this policy. After that, we will delete such information. In relation to certain types or categories of data, Enfocus implements a specific data retention policy. For further information see our Enfocus customer facing data security policy available at www.enfocus.com/termsandconditions.

No method of transmission over the Internet, or method of electronic storage is 100% secure. Therefore, whilst we will strive to always use commercially acceptable means to protect your Personal Data, we cannot guarantee absolute security. If you have any questions about security on our website, you can email us at marketing@enfocus.com.

Children's privacy protection

Enfocus' websites do not target and are not intended for children under the age of 13. We will not knowingly collect Personal Data from children, and will delete such data upon discovery.

Sale of business

Enfocus may transfer Personal Data to a third party that acquires a business from Enfocus where the information is provided as an important asset of that acquired business. You will be notified of the transfer in accordance with our Notification of Change procedure outlined at the end of this policy.

CONTACT ENFOCUS

For privacy policy questions, email marketing@enfocus.com or via postal mail at:

Enfocus bvba

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CHANGES IN THIS PRIVACY POLICY

This privacy policy was last updated on May 31, 2017. If we decide to change our privacy policies, we will post those changes here, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy policy at any time, so please review it frequently. If we make material changes to this privacy policy, we will notify you here, by email, or by means of a notice on our home page.

2. Copyrights

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