

## Softsource Online Services Privacy Statement

Revision 1,2 5/12/2018

This privacy statement applies to the Softsource online services and related offerings that display or link to this notice (the "Online Services"). Softsource's marketing sites and other public websites associated with the Online Services are governed by the Softsource.co.nz Privacy Statement.

**Many Online Services are intended for use by organisations. If you use an email address provided by an organisation you are affiliated with, such as an employer or school, to access the Online Services, the owner of the domain associated with your email address may: (i) control and administer your Online Services account and (ii) access and process your data, including the contents of your communications and files. Your use of the Online Services may be subject to your organisation's policies, if any. If your organisation is administering your use of the Online Services, please direct your privacy inquiries to your administrator. Softsource is not responsible for the privacy or security practices of our customers, which may differ from those set forth in this privacy statement.**

When you use social features of the Online Services, other users in your network may see some of your activity. To learn more about the social features and other functionality, please review documentation specific to the Online Service.

The Online Services enable you to purchase, subscribe to or use other products and online services from Softsource or third parties with different privacy practices, and those other products and online services will be governed by their respective privacy statements and policies.

### Customer Data

Customer Data will be used only to provide customer the Online Services including purposes compatible with providing those services. For example, we may use Customer Data to provide a personalised experience, improve service reliability, combat spam or other malware, or improve features and functionality of the Online Services. Softsource will not use Customer Data or derive information from it for any advertising or similar commercial purposes. "Customer Data" means all data, including all text, sound, video, or image files, and software, that are provided to Softsource by, or on behalf of, you or your end users through use of the Online Service. Customer Data is not Administrator Data, Payment Data, or Support Data.

For more information about the features and functionality that enable you to control Customer Data, please review documentation specific to the Online Service.

### Administrator Data

Administrator Data is information provided to Softsource during sign-up, purchase, or administration of the Online Services. Administrator Data includes the name, address, phone number, and email address you provide, as well as aggregated usage information related to your account and administrative data, such as the controls you select, associated with your account. We use

Administrator Data to provide the Online Services, complete transactions, service the account, and detect and prevent fraud.

We may use Administrator Data to contact you to provide information about your account, subscriptions, billing, and updates to the Online Services, including information about new features, security or other technical issues. We may also contact you regarding third-party inquiries we receive regarding use of the Online Services, as described in your agreement. You will not be able to unsubscribe from these non-promotional communications.

Subject to your contact preferences, we may also contact you regarding information and offers about other products and services, or share your contact information with Softsource's partners. You may manage your contact preferences or update your information in your account profile.

Administrator Data may also include contact information of your colleagues and friends if you agree to provide it to Softsource for the limited purpose of sending them an invitation to use the Online Services; we may contact those individuals with communications that may include information about you, such as your name and profile photo.

## Payment Data

Customers who make online purchases will be asked to provide information, which may include payment instrument number (e.g., credit card), name and billing address, the security code associated with the payment instrument, organisational tax ID, and other financial data ("Payment Data"). We use Payment Data to complete transactions, as well as to detect and prevent fraud. When you provide Payment Data while logged in, we may store that data to help you complete future transactions.

You may update or remove the payment instrument information associated with your Softsource account by logging in at to your service portal. You may remove the payment instrument information associated with other accounts by contacting the help desk. After you close your account or remove a payment instrument, however, Softsource may retain your payment instrument data for as long as reasonably necessary to complete transactions, to comply with Softsource's legal and reporting requirements, and to detect and prevent fraud.

## Support Data

Support Data is the information we collect when you contact or engage Softsource for support. It includes information you submit in a support request, provide when you run an automated troubleshooter or the information transmitted by our support tools. It may also include information about hardware, software, and other details gathered related to the support incident, such as contact or authentication information, chat session personalisation, information about the condition of the machine and the application when the fault occurred and during diagnostics, system and registry data about software installations and hardware configurations, and error-tracking files. In addition to using Support Data to resolve your support incident, we use Support Data to operate, improve and personalize the products and services we offer.

Support may be provided through phone, email, or online chat. With your permission, we may use Remote Access ("RA") to temporarily navigate your machine or, for certain Online Services, you may add a support professional as an authorised user for a limited duration to view diagnostic data in

order to resolve a support incident. Phone conversations, online chat sessions, or RA sessions with support professionals may be recorded and/or monitored.

Following a support incident, we may send you a survey about your experience and offerings. You must opt-out of support surveys separately from other communications provided by Softsource by contacting Support or through the email footer. To review and edit your personal information collected through our support services, please contact us by contacting the support desk: [support@softsource.co.nz](mailto:support@softsource.co.nz).

Some business customers may purchase enhanced support offerings (e.g., entrada Managed Services). These offerings are covered by separate terms and notices.

## Cookies & Similar Technologies

Softsource may use cookies (small text files placed on a device's hard disk by a web service) or similar technologies to provide the Online Services. For example, cookies and similar technologies such as web beacons may be used to store a user's preferences and settings, to gather web analytics, to authenticate users, and to detect fraud. In addition to the cookies Softsource may set when you visit Softsource sites, third parties that we have hired to provide certain services on our behalf, such as site analytics, may also set cookies when you visit Softsource sites. To learn more about how to control cookies and similar technologies, please see your Internet browser's documentation. Choices you make regarding the use of cookies may impact your use of the Online Services.

## Local Software

Some Online Services may require, or may be enhanced by, the installation of local software (e.g., agents, device management applications) on a device. This section of the Softsource Online Services Privacy Statement governs your use of local software provided by Softsource for use with the Online Services that does not have its own privacy statement.

At your direction, the local software may transmit (i) data, which may include Customer Data, from a device or appliance to or from the Online Services; or (ii) logs or errors reports to Softsource for troubleshooting purposes. The local software may also collect data about the use and performance of the local software or the Online Services that may be transmitted to Softsource and analyzed to improve the quality, security, and integrity of the products and services we offer.

## Use of Subcontractors

Softsource may hire subcontractors to provide services on its behalf. Any such subcontractors will be permitted to obtain data from the Online Services only to deliver the services Softsource has retained them to provide and will be prohibited from using data for any other purpose.

## Disclosure of Data

Softsource will not disclose Customer Data outside of Softsource or its controlled subsidiaries and affiliates except (1) as you direct, (2) with permission from an end user, (3) as described here or in your agreement(s), or (4) as required by law.

Softsource will not disclose Customer Data to law enforcement unless required by law. Should law enforcement contact Softsource with a demand for Customer Data, Softsource will attempt to redirect the law enforcement agency to request that data directly from you. If compelled to disclose Customer Data to law enforcement, then Softsource will promptly notify you and provide you a copy of the demand unless legally prohibited from doing so.

Upon receipt of any other third-party request for Customer Data (such as requests from customer's end users), Softsource will promptly notify you unless prohibited by law. If Softsource is not required by law to disclose the Customer Data, Softsource will reject the request. If the request is valid and Softsource could be compelled to disclose the requested information, Softsource will attempt to redirect the third party to request the Customer Data from you.

Except as customer directs, Softsource will not provide any third party: (1) direct, indirect, blanket or unfettered access to Customer Data; (2) the platform encryption keys used to secure Customer Data or the ability to break such encryption; or (3) any kind of access to Customer Data if Softsource is aware that such data is used for purposes other than those stated in the request.

In support of the above, Softsource may provide your basic contact information to the third party.

We will not disclose Administrator Data, Payment Data or Support Data outside of Softsource or its affiliates except (1) as you direct, (2) with permission from an end user, (3) as described here or in your agreement(s), or (4) as required by law. We may share Administrator Data or Payment Data with third parties for purposes of fraud prevention or to process payment transactions.

The Online Services may enable you to purchase, subscribe to, or use services, software, and content from companies other than Softsource ("Third Party Offerings"). If you choose to purchase, subscribe to, or use a Third Party Offering, we may provide the third party with your Administrator Data or Payment Data. Subject to your contact preferences, the third party may use your Administrator Data to send you promotional communications. Use of that information and your use of a Third Party Offering will be governed by the third party's privacy statement and policies.

## Security

Softsource is committed to helping protect the security of your information. We have implemented and will maintain appropriate technical and organisational measures intended to protect your information against accidental loss, destruction, or alteration; unauthorised disclosure or access; or unlawful destruction.

## Data Location

Except as described below, Customer Data that Softsource processes on your behalf may be transferred to, and stored and processed in, the United States or any other country in which Softsource or its affiliates or subcontractors maintain facilities. You appoint Softsource to perform any such transfer of Customer Data to any such country and to store and process Customer Data in order to provide the Online Services. Softsource abides by the NZ Privacy act and adheres to the principles of the EU GDPR regarding the collection, use, and retention of data from the European Union, the European Economic Area, and Switzerland.

Some Online Services may provide additional commitments related to storing data in a specified geography. Softsource will as first option endeavour to store data in Oceania. Third Party Offering will be governed by the third party's Data storage policies. Please consult your agreement(s) for details.

## Preview Releases

Softsource may offer preview, beta or other pre-release features and services ("Previews") for optional evaluation. Previews may employ lesser or different privacy and security measures than those typically present in the Online Services. We may contact you to obtain your feedback about the Preview or your interest in continuing to use it after general release.

## Changes to this Privacy Statement

We will occasionally update our privacy statements to reflect customer feedback and changes in our Online Services. When we post changes to a statement, we will revise the "last updated" date at the top of the statement. If there are material changes to the statement or in how Softsource will use Online Services information, we will notify you either by posting a notice of such changes before they take effect or by directly sending you a notification. In the event of a conflict between the terms of any agreement(s) between you and Softsource and this privacy statement, the terms of those agreement(s) will control. We encourage you to periodically review the privacy statements for the products and services you use to learn how Softsource is protecting Online Services information.

## How to Contact Us

Softsource welcomes your comments. **You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [support@softsource.co.nz](mailto:support@softsource.co.nz), or +64 9 9183712, or PO BOX 301 021.**

If you believe that Softsource is not adhering to its privacy or security commitments, please contact us through Customer Support or our mailing address is: [Complianceofficer@softsource.co.nz](mailto:Complianceofficer@softsource.co.nz)