

Hidentec

Privacy Policy

Document Tracking History

Sign Off

| Key Stakeholder | Date Signed off |
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| Ziggy Matheous | 11/10/2018 |

Version Control

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| 1.2 | L Nyland | Updating company naming | Oct 11th 2018 |
| 1.3 | L Nyland | Detailing 3rd party processing | Jul 30th 2019 |
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Hidentec

Privacy Policy

Hidentec collect and use personal data only as it might be needed for us to deliver your products, services, and applications (collectively, our “Services”). Your personal data includes information such as:

- Name
- Address
- Telephone number
- Email address
- Other data collected that could directly or indirectly identify you.

Our Privacy Policy is intended to describe to you how and what data we collect, and how and why we use your personal data. It also describes options we provide for you to access, update or otherwise take control of your personal data that we process.

If at any time you have questions about our practices or any of your rights described below, you may reach our Data Protection Officer (“DPO”) by contacting us at gdpr@hidentec.com . This inbox is actively monitored and managed so that we can deliver an experience that you can confidently trust.

What information do we collect?

We collect information so that we can provide the best possible experience when you utilize our Services. Much of what you likely consider personal data is collected directly from you when you:

- (1) create an account or purchase any of our Services (ex: billing information, including name, address, credit card number, government identification);
- (2) request assistance from our customer support team (ex: phone number);
- (3) complete contact forms or other information from us (ex: email); or
- (4) participate in contests and surveys, apply for a job, or otherwise participate in activities we promote that might require information about you.

However, we also collect additional information when delivering our Services to you to ensure necessary and optimal performance. These methods of collection may not be as obvious to you, so we wanted to highlight and explain below a bit more about what these might be (as they vary from time to time) and how they work:

Account related information is collected in association with your use of our Services, such as account number, purchases, when products renew or expire, information requests, and customer service requests and notes or details explaining what you asked for and how we responded.

Supplemented Data may be received about you from other sources, including publicly available databases or third parties, in which case we may combine this data with information we already have about you so that we can update, expand and analyze the accuracy of our records. If you provide us personal information about others, or if others give us your information, we will only use that information for the specific reason for which it was provided to us.

How we utilize information.

We strongly believe in both minimizing the data we collect and limiting its use and purpose to only that (1) *for which we have been given permission*, (2) *as necessary to deliver the Services you purchase or interact with*, or (3) *as we might be required or permitted for legal compliance or other lawful purposes*. These uses include:

Delivering, improving, updating and enhancing the Services we provide to you. In the course of our business, we may collect various information relating to your purchase, use and/or interactions with our Services. We utilize this information to:

- Improve and optimize the operation and performance of our
- Diagnose problems with and identify any security risks, errors, or needed enhancements to the Services
- Detect and prevent fraud and abuse of our Services and systems
- Understand and analyze how you use our Services and what products and services are most relevant to you.

Sharing with third parties. Hiddentec do NOT share Customer information for the purposes of marketing. We limit the sharing of Customer information to only those instances where it is in our legitimate business interest to do so, or where we are legally required to do so. These instances include:

- Processing credit card payments
- Arranging delivery via courier service
- Directing third-party installers/engineers to designated premises

We only share your personal data as necessary for any third party to provide the services as requested or as needed on our behalf. These third parties (and any subcontractors) are subject to strict data processing terms and conditions and are prohibited from utilizing, sharing or retaining your personal data for any purpose other than as they have been specifically contracted.

Third-party data processors. We use third-party data processors to provide our services; these companies will process or store your information on our behalf.

We use the following third party data processors:

- We use 34sp to host our website. For more information about 34sp, please read their privacy policy at <https://www.34sp.com/securityandprivacy>
- We use Google to provide our email. For more information about Google, please read their privacy policy at <https://policies.google.com/privacy>
- We use Amazon AWS to host various instances of Hiddentec's HT Server tracking server software. For more information about Amazon AWS, please read their privacy policy at <https://aws.amazon.com/privacy/>

We ensure all processors acting on our behalf act in accordance with this privacy notice.

Communicating with you. We may contact you directly or through a third party service provider (such as an emailing tool) regarding products or services you have signed up to or purchased from us, such as necessary to deliver transactional or service related communications. We may also contact you with offers for additional services we think you'll find valuable if you give us consent, or where allowed based upon legitimate interests. You don't need to provide consent as a condition to purchase our goods or services. These contacts may include:

- Email
- Text (SMS) messages
- Telephone calls

You may also update your subscription preferences with respect to receiving communications from us by contacting us either by phone or at gdpr@hiddentec.com .

Transfer of personal data abroad. If you utilize our Services from a country other than the country where our servers are located, your communications with us may result in transferring your personal data across international borders. Also, when you call us or initiate a chat, we may provide you with

support from one of our global locations outside your country of origin. In these cases, your personal data is handled according to this Privacy Policy.

Compliance with legal, regulatory and law enforcement requests. We cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We will disclose any information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (such as subpoena requests), to protect our property and rights or the property and rights of a third party, to protect the safety of the public or any person, or to prevent or stop activity we consider to be illegal or unethical.

To the extent we are legally permitted to do so, we will take reasonable steps to notify you in the event that we are required to provide your personal information to third parties as part of legal process.

Third-party websites. Our website and our applications contain links to third-party websites. We are not responsible for the privacy practices or the content of third-party sites. Please read the privacy policy of any website you visit.

How you can update or delete your data.

Data related requests/updates should either be sent to gdpr@hiddentec.com, or given directly to your point of contact within Hiddentec. Requests after the first for reports on held data may incur an administrative fee. If you make a request to delete your personal data and that data is necessary for the products or services you have purchased, the request will be honored only to the extent it is no longer necessary for any Services purchased or required for our legitimate business purposes or legal or contractual record keeping requirements.

How we secure, store and retain your data.

We follow generally accepted standards to store and protect the personal data we collect, both during transmission and once received and stored, including utilization of encryption where appropriate.

We retain personal data only for as long as necessary to provide the Services you have requested and thereafter for a variety of legitimate legal or business purposes. These might include retention periods:

- mandated by law, contract or similar obligations applicable to our business operations;
- for preserving, resolving, defending or enforcing our legal/contractual rights; or
- needed to maintain adequate and accurate business and financial records.

If you have any questions about the security or retention of your personal data, you can contact us at gdpr@hiddentec.com