

Privacy Policy

Effective date: 21 May, 2018

This Privacy Policy explains how EXACTPRO SYSTEMS LIMITED and our parent companies, subsidiaries and/or affiliates companies (“EXACTPRO”, “we”, “us” or “our”) collects, uses, and discloses the personal data information from you when you:

- use our products or services;
- download documents from us or subscribe for alerts or newsletters;
- attend one of our events, or an event hosted at our premises;
- visit or register to use: www.exactpro.com and its subdomains (“Website”, “Websites”)

Please read this Privacy Policy carefully and re-visit this page from time to time to review any changes that may have been made.

We use your data to provide and improve the Websites. By using the Websites, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from <https://exactpro.com/terms-and-conditions>.

Definitions

Websites

Websites are www.exactpro.com and its subdomains operated by EXACTPRO SYSTEMS LIMITED.

Personal Data

Personal Data means data about a living individual who can be identified from this data (or from those and other information, either in our possession or likely to come into our possession).

Usage Data

Usage Data is the data collected automatically, either generated by the use of the Websites or from the Websites infrastructure itself (for example, the duration of a page visit).

Cookies

Cookies are small pieces of data stored on your device (computer or mobile device).

Data Controller

Data Controller means the natural or legal person who (either alone or jointly with other persons) determines the purposes for which and the manner in which any personal information is, or is to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your Personal Data.

Data Processors (or Service Providers)

Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

Data Subject (or User)

Data Subject is any living individual who is using our Websites and is the subject of Personal Data.

Information Collection And Use

We collect several different types of information for various purposes to provide and improve our Websites for you.

Types of Data Collected

Personal Data

While using our Websites, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Job title
- Employer
- Address, State, Province, ZIP/Postal code, City
- Your photograph (for instance, where you attend an EXACTPRO event);
- Cookies and Usage Data

We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by [contacting us](#).

Usage Data

We may also collect information on how Websites are accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Websites that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Tracking Cookies Data

We use cookies and similar tracking technologies to track the activity on our Websites and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Websites.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Websites.

Examples of Cookies we use:

- **Session Cookies.** We use Session Cookies to operate our Websites.
- **Preference Cookies.** We use Preference Cookies to remember your preferences and various settings.
- **Security Cookies.** We use Security Cookies for security purposes.

Use of Data

EXACTPRO SYSTEMS LIMITED uses the collected data for various purposes:

- To provide and maintain our Websites
- To notify you about changes to our Websites
- To allow you to participate in interactive features of our Websites when you choose to do so

- To provide customer support
- To gather analysis or valuable information, so that we can improve our Websites
- To monitor the usage of our Websites
- To detect, prevent and address technical issues
- To provide you with news, special offers and general information about other goods, services and events which we offer, that are similar to those that you have already purchased or enquired about, unless you have opted not to receive such information

Legal Basis for Processing Personal Data Under General Data Protection Regulation (GDPR)

If you are from the European Economic Area (EEA), EXACTPRO SYSTEMS LIMITED legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

EXACTPRO SYSTEMS LIMITED may process your Personal Data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests and it's not overridden by your rights
- We need to comply with the law

Retention of Data

EXACTPRO SYSTEMS LIMITED will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent, necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

EXACTPRO SYSTEMS LIMITED will also retain the Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Websites in which case we are legally obligated to retain this data for longer time periods.

Transfer Of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those in your jurisdiction.

Your consent to this Privacy Policy, followed by your submission of such information, represents your agreement to that transfer.

EXACTPRO SYSTEMS LIMITED will take all steps, reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy, and no transfer of your Personal Data will take place to an organization or a country, unless there are adequate controls in place, including the security of your data and other personal information.

Disclosure Of Data

Legal Requirements

EXACTPRO SYSTEMS LIMITED may disclose your Personal Data in the good faith belief that such action is necessary:

- To comply with a legal obligation
- To protect and defend the rights or property of EXACTPRO SYSTEMS LIMITED
- To prevent or investigate possible wrongdoing in connection with the Websites
- To protect the personal safety of users of Websites or the public
- To protect against legal liability

EXACTPRO SYSTEMS LIMITED may share your Personal Information with our parent companies, subsidiaries and/or affiliates for purposes consistent with this Privacy Policy.

Service Providers

We may employ third party companies and individuals to facilitate our Websites ("Service Providers"), to provide Websites on our behalf, to perform Website-related services or to assist us in analyzing how they are used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

These companies include: analytics companies websites (e.g. [GOOGLE Analytics](#)); CRM Service providers (e.g. [SALESFORCE](#)); email Service providers (e.g. [GMAIL](#)); office suite and file hosting Services providers (e.g. [GOOGLE Drive](#)); marketing Service providers (e.g. [MailChimp](#)); business-oriented social network [LINKEDIN](#) and others.

Security Of Data

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

"Do Not Track" Signals

We do not support Do Not Track ("DNT"). Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked.

You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

Your Data Protection Rights Under General Data Protection Regulation (GDPR)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. EXACTPRO SYSTEMS LIMITED aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.

If you wish to be informed about what Personal Data we hold about you and if you want it to be removed from our systems, please [contact us](#).

In certain circumstances, you have the following data protection rights:

The right to access, update or to delete the information we have on you. Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.

The right of rectification. You have the right to have your information rectified, if that information is inaccurate or incomplete.

The right to object. You have the right to object to our processing of your Personal Data.

The right of restriction. You have the right to request that we restrict the processing of your personal information.

The right to data portability. You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.

The right to withdraw consent. You also have the right to withdraw your consent at any time, where EXACTPRO SYSTEMS LIMITED relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

Links To Other Sites

Our Websites may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Children's Privacy

Our Websites do not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian, and you are aware that your Children have provided us with Personal Data, please [contact us](#). If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time.

We will let you know, via a prominent notice on our Websites during the first visit after the changes are made, about the change becoming effective, and will update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy become effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: info@exactpro.com
- By visiting this page on our corporate website: www.exactpro.com