



## PRIVACY POLICY

Solvace NV ("EFESO Digital", "Solvace", "we", "our" or "us") is committed to doing business with the highest ethical standards. We want to deliver a high quality service to our customers. We are committed to handle information regarding your business responsibly. In this Privacy policy we describe how we handle different types of (personal) information we gather on our Services, including our commercial website (<https://www.solvace.com>).

We reserve the right to change this Privacy policy. We will provide notification of material changes to this Privacy policy through our Services at least thirty (30) days prior to the change taking effect.

If you have any question about our Privacy policy, you can contact us at [support@solvace.com](mailto:support@solvace.com).

This Privacy policy was last updated on May 12th, 2018.

### 1 GLOSSARY OF DEFINED WORDS AND PHRASES

**"Non-Personal Information"** is information that is in no way personally identifiable and that is obtained automatically through your simple use of our Services.

**"Personally Identifiable Information"** is non-public information that is personally identifiable and obtained in connection with providing Services to you. It may include information such as name, (email) address, phone number, company name.

### 2 INFORMATION COLLECTED

When you enter our Services, we collect Non-Personal Information (Information that is sent to us via Cookies, Web Beacons and Browser Information). Likewise, we may collect Personally Identifiable Information about you from the following sources:

- Information you give us via applications or forms on our Services; or
- Information you send us via any medium, including, but not limited to, texts, mail, telephone; or
- Information you send us when you interact with our customer service in order to accurately categorize and respond to customer inquiries.



## 2.1. Web Beacons

We may use web beacons, pixels, and cookies to more effectively target site features to you, as well as to collect Non-Personal Information about your use of our Services.

## 2.2. Use of Cookies

Our Services may send a "cookie" to your computer. A cookie is a small piece of data that is sent to your browser from a web server and stored on your computer's hard drive. Cookies allow us to recognize you as a user when you return to our Services using the same computer and web browser. We may also use Cookies to personalize the Services for you. You can choose to disable cookies in your Browser settings, however this may break some or all functionality of our Services.

To further optimize the use of our Services, we may allow authorized third parties to place cookies on your browser. We do not store unencrypted personally identifiable information in the cookies.

## 2.3. Log files, IP Addresses and Browser Information

When you use our Services we receive the URL of the site from which you came and the site to which you are going. We also receive the internet protocol ('IP') address of your computer (or the proxy server you use to access the World Wide Web), your computer operating system and type of web browser you are using, your mobile device (including your UDID) and mobile operating system (if you are accessing our Services using a mobile device), as well as the name of your ISP or your mobile carrier. We may also receive location data passed to it from third-party services or GPS-enabled devices that you have enabled. This information may be used by us and our service providers to optimize the user experience when using our Services.

## **3 USE OF INFORMATION COLLECTED**

We use both Non-Personal Information and Personally Identifiable Information to perform the Services requested. For example, if you request a trial, we will use the information provided to contact you about your interest in our Services.

We may also use this information for marketing purposes. For example, we may contact you to further discuss your interest in our Services, including promotions or events.



We may use information gathered to enforce our terms of use, or to protect our rights and intellectual property or the rights of others using our Services.

We use Web Beacons, Cookies and/or Log Files to operate and improve the Services and track their usage.

We may use Personally Identifiable Information to send you reminders, technical notices, updates, security alerts and support when needed or requested.

We may publish the information intended to be made public by you.

You are responsible for ensuring the accuracy of the Personally Identifiable Information you submit to us. Inaccurate information will affect your ability to access our Services, and our ability to contact you as described in this Privacy policy.

#### **4 LINKS TO OTHER WEBSITES**

Our Services may contain links to websites. We are not responsible for the actions, practices, or content of such websites linked to or from our Services. You understand that such websites may have their own legal documents to which you must agree to prior to using and that we have no control over these legal documents. As always, you understand that it is your responsibility to verify your legal use of a website as well as use of information from the website with the corresponding website owner.

#### **5 CUSTOMER TESTIMONIALS**

We may post a list of customers and testimonials on our commercial website that contain information such as customer names and titles of customer personnel. We obtain the consent of each customer prior to posting any information on such a list or posting testimonials.

#### **6 SHARING OF INFORMATION COLLECTED**

We may share your data with our service providers so they can provide services on our behalf. We may also share your data with our contracted service providers to ensure the quality of information provided. We do not share, sell, rent, or trade any information with third parties for their promotional purposes.



We reserve the right to use or disclose Personally Identifiable Data if required by law or if we reasonably believe that use or disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process.

## **7 EMAIL POLICY**

You can always opt out of receiving email correspondence from us for marketing purposes by clicking the unsubscribe link in email newsletters. As a customer of our Services you can always opt out of receiving email notifications regarding your account via your personal (account) settings.

## **8 TRANSFER OF OWNERSHIP**

If the entire or substantial ownership of our Services were to change, your user information may be transferred to the new owner in order to continue operations. In any such transfer of information, your user information would remain subject to the promises of our then current Privacy policy.

## **9 SECURITY**

We have implemented appropriate safeguards to protect Personally Identifiable Data and Customer Data from unauthorized access, to maintain data accuracy, and help ensure the appropriate use. Customers are responsible for maintaining the security and confidentiality of their usernames and passwords and setting up administrative controls for such protections.

## **10 CORRECTING AND UPDATING YOUR INFORMATION**

You may verify, update or change any Personally Identifiable Information pertaining to you. To have your registration information deleted or discontinue your account, please email [support@solvace.com](mailto:support@solvace.com). For any other information, you can send a request via email addressed to the address indicated in this Privacy policy. In any written request, please include the following information: name, contact details, and the nature of the request. We may require that you provide additional information to assist us in finding your information or to verify your identity.