

My Cognitech Cloud MC2 Online Privacy Policy

Cognitech and its subsidiaries (collectively "Cognitech") respects the privacy of its Service and Software users and online visitors; and recognizes the importance of providing a secure environment for them. We have adopted a company-wide online Privacy Policy ("Privacy Policy") that explains how we collect, store, and use the information you provide us. This Privacy Policy details how Cognitech safeguards the privacy of its online Service and Software users. When you click a link to other sites from a Cognitech website, this Privacy Policy does not apply to, and cannot control the activities on, those other sites. We highly recommend that you read the privacy policy of any third-party website you may be directed to before providing any personally identifiable information.

The personal information you provide may be transferred to, stored, and processed within the United States or other countries where Cognitech maintains facilities or business operations.

By using this website and/or any of Cognitech's online products or Service and Software, you acknowledge the terms of this Privacy Policy. If you object to anything described in this Privacy Policy, please do not use our websites or use My Cognitech Cloud. This Privacy Policy may change from time to time, so please check back periodically to ensure that you are aware of any changes. If we make a material change to this Privacy Policy, we will notify you by posting the change on our websites or in this Privacy Policy. Your continued use of the My Cognitech Cloud will signify your acceptance of these changes.

1. What personal information is collected and how do we use it?

Information collected from you. If an online visitor submits information to Cognitech, it will usually be through either: (1) the purchase of Services through our online platforms, (2) product or account registration, or registration for online game participation, (3) message boards or forums, (4) surveys, (5) customer service or technical support, and/or (6) newsletters. Personal information collected may include your name, address, phone number, and/or e-mail address.

Visitors purchasing Services may have to provide additional information such as a valid credit card number, expiration date, and shipping and billing addresses.

For some activities, we may ask you to create a username or one will be issued based on the e-mail address you provided and password.

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From time to time, we may also post customer testimonials that contain personally identifiable information on Cognitech's websites. However, we will obtain the customer's consent to post these testimonials prior to publication.

Additionally, communications made using a product or service should not be considered private. Cognitech may monitor and/or record your communications (including without limitation chat text and e-mails) when you are using Service and Software for enforcement of Cognitech General Terms of Use. You hereby provide your irrevocable, express consent to such monitoring and recording.

Cognitech reserves the right to collect and record certain metadata regarding the use of the MyCognitechCloud software by the end-users.

This metadata can be used but not limited to the purposes of technical support, usage verification, software usability analysis, bugs verification and analysis, and software GUI improvements, security monitoring, and additional heuristics data.

Metadata may be collected through but not limited to Microsoft PSR scripting.

Information Collected Automatically. In addition, your web browser or client software may transmit certain geographic information. Cognitech. Cognitech may use this information to generate aggregate statistics about our user community. In addition, Cognitech may use such information for security, system integrity (the prevention of hacking), or enforcement purposes. Cognitech may also collect IP information, which it may use to infer your approximate location.

How we use your information. The personal information you provide Cognitech, and that Cognitech collects automatically, will allow us to provide our Service and Software, fulfill your Service order; alert you of new products or services, features, or enhancements; handle/route your customer service or technical support questions or issues; e-mails; and/or notify you of Service news. We also use this information to secure our services and users, to prevent violations of Terms and to enforce our agreements with you.

Additionally, communications made using a product or service should not be considered private. You acknowledge and agree that you have no expectation of privacy concerning the transmission of any Service and Software related customer communications.

Last, we may use your personal information for internal marketing or demographic purposes and so we can adapt our products and services to better suit your needs. We do this to better understand and serve our customers.

Personal information submitted by individuals acting solely in a business capacity is not subject to the uses set forth above or to any other practices stated in this Privacy Policy. This includes employees and former employees.

Additional Information (California Collection Notice). Below we identify each category of personal information that we have collected in the last 12 months. For each category of personal

information, we have collected, we also identify (i) the source(s) from which the information was collected; (ii) the purpose(s) for which it was collected; and (iii) the categories of third parties, if any, with which it has been shared.

Each category of information is collected for the purposes listed below and (1) to provide our Service and Software, (2) for fraud prevention and legal purposes, and (3) for audit purposes.

2. What type of communications may you receive?

Offers

We will occasionally send you information on products, services, special deals, and promotions. Out of respect for your privacy, we present the option not to receive these communications. Please see the “Choice” section below.

Service-related Announcements

We will send you strictly Service-related announcements on rare occasions when it is necessary to do so. You will also receive communication regarding your account security, such as reminders to reset your password and alerts related to changes and suspicious login activity on your account. Generally, you may not opt-out of these communications, which are not promotional in nature.

Customer Service

Based upon the personally identifiable information you provide us; we will send you the email to notify of your username and the Purchasing Invoice. We will also communicate with you via e-mail in response to Support inquiries.

3. Who is collecting your information?

When you are asked for information while on a Cognitech website or in a Cognitech Services, you are providing that information to Cognitech, Inc. and its subsidiaries unless specifically stated otherwise in that location or in this Privacy Policy.

4. With whom may your personal information be shared?

When you are making a Services purchase, your information is being passed via secured Payments Infrastructure like Stripe.

We reserve the right to disclose your Information if we are required to do so by law. We may also disclose your information to law enforcement or in civil litigation in connection with the enforcement of our rights or your legal obligations (e.g., bringing legal action against you if you are violating the Cognitech General Terms agreement).

We may share your information with vendors Cognitech engages to perform Services for Cognitech (for example, AWS Cloud platform providers, Stripe billing, Subscription services, consumer services support. In these situations, the vendor must agree to reasonable levels of security regarding your data and the vendor will not be permitted to use your data except as required for the performance of those services for Cognitech.

As with any business, your personal information is also an asset of Cognitech and will become part of our normal business records. As such, we may also disclose your personal information to a third party if we decide to sell a line of business to that third party, so you can continue to receive service and information in connection with that line of business with as little disruption as possible. Similarly, in the event of a merger, acquisition, reorganization, bankruptcy, or other similar event, your personal information may be transferred to Cognitech's successor or assign.

Cognitech may also have message boards, forums, and/or chat areas, where users can exchange ideas and communicate with one another. When posting to a message board, forum, or chat area, the information is being made publicly available online and the user does so at his or her own risk.

5. What choices do you have regarding the collection, use, and distribution of your personal information?

Your Choices About Information Provided by You

If you do not want to provide Cognitech with personal information, then you can choose not to provide it. If you choose not to provide us with personal information, we may not always be able to provide you with the Cognitech Services. For example, without providing an email address, you cannot create a My Cognitech Cloud account.

6. California Residents: Your California Privacy Rights

California Consumer Protection Act

Without being discriminated against for exercising these rights, California law gives its residents the right to request that we disclose what personal information we collect from you, to delete that information, and to opt-out of the sale of your personal information (if we sell such information), subject to certain restrictions. For security purposes, we will verify your identity – in part by requesting certain information from you -- when you request to exercise your California privacy rights. You also have the right to designate an agent to exercise these rights on your behalf. This section describes how to exercise those rights and our process for handling those requests.

Right to Know:

If you are a California resident, you may submit, free of charge, but no more than twice in a 12-month period, a verifiable request for the following information:

- The specific pieces of personal information we have about you;

- The categories of personal information we collected, sold, or disclosed for a business purpose about you within the last 12 months;
- The categories of sources from which the personal information was collected;
- The purposes for which the information was collected or sold; and
- The categories of third parties to whom the information was sold, disclosed for a business purpose, or otherwise shared.

The easiest way to submit a request is to e-mail sales@cognitech.com. If we need additional information to verify your identity, we will contact you to request that information, which may include personal information about you or information about your past purchases or use of Cognitech’s products or services. If we deny your request, even if only in part, we will explain the reason in our response.

Right to Delete:

If you are a California resident, you may submit a verifiable request for us to delete the personal information we have collected about you. **The deletion of a My Cognitech Cloud account is permanent and cannot be reversed.** We may retain personal information necessary to: (a) protect our business, systems, and users from fraudulent activity, (b) to address technical issues that impair existing functionality, (c) necessary for us, or others, to exercise their free speech or other rights, (d) comply with law enforcement requests pursuant to lawful process, (e) for scientific or historical research, (f) for our own internal purposes reasonably related to your relationship with us, or to comply with legal obligations. See above about submitting the request.

Right to Opt-Out:

California residents may opt out of the “sale” of their personal information, as defined by the CCPA. We do not currently sell customer information.

Right to be Free from Discrimination:

We may not discriminate against you because you have exercised your rights, including, for example, by denying you access to our online services or charging you different rates or prices for the same online services, unless that difference is reasonably related to the value provided by your data.

Authorized Agents:

If you would like to designate an authorized agent to make a request on your behalf, please be sure the agent can (i) demonstrate you have provided written permission for the agent to submit the request on your behalf, and (ii) provide proof of his or her own identity. If the agent does not satisfy these requirements, we will deny the request.

California Shine the Light Law

Since 2005, California Civil Code Section 1798.83 permits our customers who are California residents to request certain information regarding our disclosure of personal information to third

parties for their direct marketing purposes. We do not share our customer's personal information with unaffiliated third parties for their own direct marketing purposes. For inquiries regarding our disclosure policy, please send us an email to sales@cognitech.com , or write us at: Cognitech Inc., P.O. Box5338, Pasadena, California, 91117, USA

We will be happy to honor your request.

Privacy Rights for California Minors in the Digital World

BY ACCEPTING THESE TERMS, YOU DECLARE TO BE 18 OR OLDER IN ORDER TO PURCHASE MY COGNITECH CLOUD SERVICES AND SOFTWARE.

Do Not Track

California Business and Professions Code Section 22575(b) (as amended effective January 1, 2014) permits our customers who are California residents to be informed as to how Cognitech responds to Web browser "Do Not Track" settings. As Do Not Track is a standard that is currently being developed, Cognitech does not take actions to respond to Do Not Track settings, and instead we adhere to the standards set out in this Privacy Policy. To find out more about Do Not Track you may find the following link useful: <http://www.allaboutdnt.com/> .

7. Children and Parents

BY ACCEPTING THESE TERMS, YOU DECLARE TO BE 18 OR OLDER IN ORDER TO PURCHASE MY COGNITECH CLOUD SERVICES AND SOFTWARE.

8. What are Internet Protocol addresses?

An Internet Protocol ("IP") address is the unique number assigned to your server or Internet Service Provider ("ISP"). Cognitech may track such IP addresses for system administration, to report aggregate information, site tracking, security purposes, or to prevent our servers from being abused. See the tracking technology discussion above.

9. How secure is your personal information?

Cognitech takes a range of security measures designed to protect your personal information and keep it confidential (unless it is non-confidential by nature). We also take steps to ensure that the personal information collected is protected from misuse and alteration. In addition, we request vendors who process personal information on our behalf to themselves take a range of security measures designed to help protect your personal information. However, the Internet by its nature is not a secure environment and the nature of security risks is constantly evolving, as are the technical and organizational industry standards relating to management of those risks. The complete security of any personal information collected, stored or used by us or our vendors cannot therefore be guaranteed.

It is very important for you to understand that you control the security of your account to a great extent. Choosing a password you don't use on any other system is important. Changing that password occasionally is also a good idea.

16. What if you have a question or complaint?

If you have questions or wish to file a complaint, please e-mail us at sales@cognitech.com

This Privacy Policy was last updated on April 12, 2022