

# Privacy Policy

Cloud9 Software Limited (“we”, “us”, “our”), respect and are committed to protecting the privacy of visitors to our website, [www.intelligentschedule.com](http://www.intelligentschedule.com) (together with the other websites we own and control, (the “Websites”) and users of the services offered on our Websites (“Services”).

This privacy policy (“**Privacy Policy**”) sets out the basis on which any personal data we collect from, or that visitors or customers (“you”, **your**”) provide to us will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting our Websites, you are accepting and consenting to the practices described in this Privacy Policy.

For the purpose of the Data Protection Act 1998 including any subsequent amendment or replacement legislation (the “**Act**”), the data controller is Cloud9 Software Limited of 95 South Road, Waterloo, Liverpool, L22 0LR, England.

## WHAT DO WE MEAN BY PERSONAL DATA?

In this Privacy Policy, personal data means information or an information set that identifies or could be used by or on behalf of us to identify an individual.

Personal data does not include (“**Usage Data**”) which we define as encoded or anonymized information or aggregated data we collect about a group or category of services, features or users which does not contain personally identifying information. Usage Data helps us understand trends in usage of the Services so that we can better consider new features or otherwise tailor the Services.

In addition to collecting and using Usage Data ourselves, we may share Usage Data with third parties, including our customers, partners and service providers, for various purposes, including to help us better understand customer needs and improve the Services as well as for advertising and marketing purposes. We do not share Usage Data with third parties in a way that would enable them to identify you personally.

## INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following information about you:

### Information you provide to us

When you register for the Services, we ask for personal data such as your name, address, phone number, e-mail address and credit card information, as well as certain related information such as your company name. If you sign up for a 14-day free trial account, you are not required to enter your credit card information unless and until you decide to subscribe to a paid subscription for the Services.

You agree not to upload any of the following personal data when using the Services: data that includes banking or saving account numbers, credit card numbers, debit card numbers, medical records, or credit history or ratings.

### **Information we collect about you**

With regard to each of your visits to our Websites we may automatically collect technical information stored in log files which includes the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our Websites (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

### **Information we receive from other sources**

We work closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

We also use third parties to collect information that assists us in other methods of "remarketing" our Services to visitors to the Websites, including customized email communications.

### **COOKIES**

We use cookies on our Websites to distinguish you from other users of our Websites. This helps us to provide you with a good experience when you browse our Websites and also allows us to improve the Websites. For detailed information on the cookies we use and the purposes for which we use them see our <https://www.intelligentschedule.com/en-gb/cookie-policy/>

### **WEB BEACONS**

We also employ web beacons to help us better manage content in the Services by informing us which content is effective. Web beacons are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Internet users. Unlike cookies, which are stored on a user's computer hard drive, web beacons are embedded invisibly on websites. We tie the information gathered by web beacons to personal data we otherwise collect, and use them in our HTML based emails, to learn which emails have been opened by recipients. This allows us to gauge the effectiveness of our marketing campaigns as well as to operate and improve the Services. You can opt-out of these emails by following the unsubscribe instructions within such marketing emails.

## **USES MADE OF INFORMATION COLLECTED**

We use information held about you in the following ways.

### **Information you provide to us.**

We use personal data you provide to us to operate the Services and tailor it to your needs, for billing, identification and authentication, to contact and communicate with you about the Services and your use of the Services, to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us, to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about, to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data, to notify you about changes to our Services, to ensure that content from our Services is presented in the most effective manner for you and for your computer, for research purposes, and to generally improve the content and functionality of the Services.

From time to time, we post customer testimonials on the Websites which may contain personal data. We obtain your prior consent before posting your names along with your testimonials.

### **Information we collect about you**

We use information we collect about you to administer our Services and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes, to improve the Services to ensure that content is presented in the most effective manner for you and your computer, to allow you to participate in interactive features of our Services, when you choose to do so, to keep our Services safe and secure, to measure or understand the effectiveness of advertising we serve to you and others and to deliver relevant advertising to you, to make suggestions and recommendations to you and other users of the Services about goods and services that may interest you or them, to connect log file information to your personal data, as necessary to improve the Services for individual customers. Otherwise, we generally use log file information as we would any Usage Data, to analyse trends, administer and maintain the Services, or track usage of various features within the Services.

### **Information we receive from other sources**

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## **DISCLOSURE OF YOUR INFORMATION**

We may share your personal data with any member of our group of companies, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

### **Information we share with third parties**

We share your personal data with our third party service providers, business partners, suppliers and sub-contractors to provide the necessary hardware, software, networking, storage, and other services we use to operate the Services and maintain a high quality user experience. We do not permit our service providers to use personal data you provide for their own marketing purposes.

We use a third party intermediary to manage credit card processing. This intermediary is not permitted to store, retain, or use your billing information for any purpose except for credit card processing on our behalf.

We share your personal data with analytics and search engine providers that assist us in the improvement and optimisation of our Websites.

### **Personal data we disclose to third parties**

We disclose your personal data in order to comply with any legal obligation, to respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims. We may also disclose such personal data if we believe it is necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, to enforce or apply our Terms of Service and/or any other agreements, to protect our rights, property, safety, our customers or others, or as otherwise required by law. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We may disclose your personal data to third parties in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets, or if we or substantially all of our assets are acquired by a third party, in which case personal data held by use about customers will be one of the transferred assets.

## **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in,

among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. In particular, this means that your personal data will only be transferred to a country that provides an adequate level of protection (for example, where the European Commission has determined that a country provides an adequate level of protection) or the recipient is bound by standard contractual clause according to conditions provided by the European Commission ("EU Model Clauses").

Our Website and Services are accessible via the internet and may potentially be accessed by anyone around the world. Other users may access the Website or Services from outside the EEA. This means that where you chose to post your data on our Website or upload it to the Services, it could be accessed from anywhere around the world and therefore a transfer of your data outside of the EEA may be deemed to have occurred. You consent to such transfer of your data for and by way of this purpose.

## **LINKS TO OTHER WEBSITES**

The Websites and Services contain links to other websites and web applications that are not owned or controlled by us. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **PROTECTION OF INFORMATION**

We are committed to ensuring the security of your personal data. We utilise robust precautions to protect the confidentiality and security of the personal data within the Services, by employing technological, physical and administrative security safeguards, such as firewalls and carefully-developed security procedures.

For example, when you enter sensitive information (such as login credentials and all your activity on our Services platform) we encrypt the transmission of that information using secure socket layer technology (SSL). These technologies, procedures and other measures are used in an effort to ensure that your information is safe, secure, and only available to you and to those you authorized to access your information. You are responsible for keeping all passwords confidential and we ask you not to share passwords with anyone.

Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to our Websites and any transmission is at your own risk and you should take care in deciding what information you send to us.

## **YOUR RIGHTS**

### **Marketing**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. Alternatively, please contact us by email at [support@cloud9software.co.uk](mailto:support@cloud9software.co.uk) or follow the unsubscribe instructions included in each marketing and information email. Requests to opt-out of transfers to our third party vendors will also be considered, but limitations on data sharing may make it difficult or impossible to provide the Services in this manner.

We send push notifications from time to time in order to update you about any Service updates, events and promotions we may be running. If you no longer wish to receive these communications, please disable these in the settings on your device.

If you change your mind about being contacted in the future, please click on the opt out options and we will remove you from our mailing lists.

### **Access to your information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act, free of charge.

### **Rectification, deletion and data export**

We permit you to rectify, delete or export personal data you have provided to us, subject to the conditions of our Terms of Service and the provisions set out below.

Customers may rectify, delete or export personal data they have provided to us by logging into the Services and providing such additional information where applicable. If you are our customer and would like to gain access to, or request deletion of information we have collected as "data controllers," please contact us at [support@cloud9software.co.uk](mailto:support@cloud9software.co.uk). We will respond to such queries within 60 business days. Following termination of your right to use of the Services we will delete all personal data within 60 days.

We have no direct relationship with the individuals with whom our customers may interact when using the Services. Any such individual seeking access to, or who would like to correct, amend or delete data which may be stored in the Services should direct any query to the applicable customer acting as the "data controller" for such information. At the request of our customers, we remove any data placed in their accounts within 60 business days.

### **Complaints**

If you have any complaints about our use of your information please contact us as set out at the end of this Privacy Policy or contact our supervisory authority – The Information Commissioner's Office at, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England ("ICO").

### **DATA RETENTION**

We will retain personal data that we process on behalf of our customers for as long as needed to provide Services to our customers, subject to our compliance with this Privacy Policy. After your account is closed, or you have ceased using the Services for a period of at least 60 days, we usually delete personal data, however we may retain personal data where reasonably necessary to comply with our legal obligations (including law enforcement requests), meet regulatory requirements, maintain security, prevent fraud and abuse, resolve disputes, enforce our agreement, or fulfil your request to “unsubscribe” from further messages from us.

We will retain de-personalised information after your account has been closed.

## **CHILDREN**

Our Websites are not intended for and shall not be used by anyone under the age of 16. Furthermore, we do not knowingly collect any personal data from children under the age of 16.

## **CHANGES TO OUR PRIVACY POLICY**

If we make any material changes to this Privacy Policy, we will notify you by email or by posting a prominent notice on our Websites prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices. Your continued use of the Services constitutes your agreement to be bound by such changes to this Privacy Policy. Your only remedy, if you do not accept the terms of this Privacy Policy, is to discontinue use of our Websites and the Services.

## **CONTACT**

If you have questions regarding this Privacy Policy or about our privacy practices, please contact us by email at [support@cloud9software.co.uk](mailto:support@cloud9software.co.uk) or by post at:

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