

Privacy Policy

Last Updated on August 12th, 2024

SysCloud inc. (“**SysCloud**,” “**we**,” “**our**,” and/or “**us**”) values the privacy of individuals who use our website (including <https://www.syscloud.Com/>) and our services that link to this privacy policy (collectively, our “**services**”). This privacy policy (the “**privacy policy**”) explains how we collect, use, and disclose personal information from certain users of our services (“**you**” or “**your**”). As used in this privacy policy, “**personal information**” means any information relating to an identified or identifiable individual. By using our services, you agree to the collection, use, disclosure, and procedures described in this privacy policy. Beyond the privacy policy, your use of our services is also subject to our [terms of service](#).

Personal information we collect

We may collect a variety of personal information from or about you or your devices from various sources, as described below.

If you do not provide your personal information when requested, you may not be able to use our services if that information is necessary to provide you with our services or if we are legally required to collect it.

A. Personal information you provide to us

Registration and profile information. When you create an account to use our services, we ask you for your name, email address, phone number, company name, password, and physical business address.

Communications. If you contact us directly, we may receive personal information about you. For example, when you contact us for more information about SysCloud, we may receive your name, email address, phone number, company name, and information about your company and the nature of your query. If you sign up for our newsletter, we will receive your name, email address, company name, and your job title. When we send you emails, we may track whether you open them to learn how to deliver a better customer experience and improve our services.

Careers. If you wish to apply for a job with us, you may submit your contact information and your resume online. We will collect the information you choose to provide on your resume, such as your education and

employment experience. You may also apply through a third-party platform, such as indeed or LinkedIn. If you do so, we will collect any information you make available to us via such platforms.

Payment information. If you make a payment through our services, your payment-related information, such as credit card or other financial information necessary to complete your payment (“**payment information**”), is processed by our third-party payment processor, stripe. For more information, please see the “payment processing” section below.

B. Personal information we collect when you use our services

Personal information contained in backups. When you use our services as discussed below in this section B.

Location information. When you use our services, if you allow us, we will receive your precise location information. We may also infer your general location information, for example, by using your internet protocol (IP) address.

Device information. We receive information about the device and software you use to access our services, including and advertising identifiers. advertising identifiers.

Usage information. To help us understand how you use our services and to help us improve them, we automatically receive information about your interactions with our services like the pages or other content you view and the dates and times of your visits.

Information from cookies and similar technologies.

We and our third-party partners may collect personal information using cookies, which are small files of letters and numbers that we store on your browser or the hard drive of your computer. They contain information that is transferred to your computer’s hard drive. We and our third-party partners may also use pixel tags and web beacons on our services. These are tiny graphic images placed on web pages or in our emails that allow us to determine whether you have performed a specific action. We use cookies, beacons, invisible tags, and similar technologies (collectively “**cookies**”) to collect information about your browsing activities and to distinguish you from other users of our services. This aids your experience when you use our services and allows us to improve the functionality of our services. Cookies can be used for performance management (i.e., Collecting

information on how our services are being used for analytics purposes). Below is an overview of the types of cookies we and third parties may use to collect information.

Strictly necessary cookies. Some cookies are strictly necessary to make our services available to you. We cannot provide you with our services without this type of cookies.

<u>Cookie name</u>	<u>Purpose</u>	<u>Retention period</u>
_sysa	This cookie is used to store id token – which is used for session details	1 hour from login
_sysa_access	This cookie is used to store access token – this is used for MFA setup, reset password	1 hour from login
_sys_is_mfa_enabled	This cookie is used to understand if the user used MFA to login	1 hour from login
_sys_is_sso_login	This cookie is used to understand if the user has logged in through username password or Google/ Microsoft	1 hour from login
targeting_storage	User's consent is stored if he is willing to set cookies through our site by our advertising partners.	1 year
socialmedia_storage	User's consent for cookies that are set through our site by a range of third-party social media services that we have added to the site to enable you to share our content with your friends and networks	1 year
marketing_did_not_consent	This cookie is used to track if the consent pop up is shown to the user or not	1 year

- **Functional cookies.** Functional cookies are used to recognize you when you return to our services. This enables us to adapt our content for you and remember your preferences. For example, we use functional cookies to remember your choice of language or region. We use the following functional cookies:

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<u>Cookie name</u>	<u>Purpose</u>	<u>Retention period</u>
req_demo_details	To track if the request demo form is already filled.	1 year
msp-resource-form	To track if the user has already filled the form to access msp landing pages	1 year
jkey	To store on which app the user is interested in and show that app's articles at the top	1 year

- **Analytical or performance cookies.** We also use cookies for website analytics purposes to operate, maintain and improve our services. We may use our own analytics cookies or use third-party analytics providers.

<u>Cookie name</u>	<u>Purpose</u>	<u>Retention period</u>
i18next	This is used to track the language selected in the previous session	1 year
previous-url	This is used to track the previous URL visited on the website	1 year
path	To store the paths visited in the DPC pages	1 year

Please review your web browser's "help" file to learn how you may modify your cookie settings. Please note

that if you delete or choose not to accept cookies from our services, you may not be able to utilize the features of our services to their fullest potential.

C. Information we receive from third parties.

Information from third-party services. If you choose to link our services to a third-party account (such as your Google or Microsoft account), we may receive personal information about you, including your sub(unique identifier sent by Google & Microsoft), email address, name and preferred username(only for Microsoft[Sub(unique identifier sent by Google & Microsoft), email address, name and preferred username(only for Microsoft)nformation available to us, you should visit the privacy settings of your third-party accounts to learn about your options. If you wish to limit the Personal Information available to us, you should visit the privacy settings of your third-party accounts to learn about your options.

Other third parties. We may receive additional personal information about you from third parties, such as data or marketing partners and combine it with other information we have about you.

D. Payment processing

When you make a payment to SysCloud, your payment is processed by a third-party payment processor (“**payment processor**”). This payment processor may collect payment information and other personal information from you, including your name, credit card or debit card information, and account number. The use of your personal information by the payment processor is governed by their terms and conditions and privacy policy, and personal information we receive about you from our payment processor is governed by this privacy policy.

How we use the personal information we collect

We may use the personal information we collect as set forth below. If you use our services as an employee of one of our customers, we will use your personal information in accordance with our contractual agreements with the customer.

- To provide, maintain, improve, and enhance our services;
- To personalize your experience on our services;
- To understand and analyze how you use our services and develop new products, services, features, and functionality;
- For billing- and payment-related purposes;

- To communicate with you, provide you with updates and other information relating to our services, provide information that you request, respond to comments and questions, and otherwise provide customer support;
- For marketing and advertising purposes, such as developing and providing promotional and advertising materials that may be relevant, valuable, or otherwise of interest to you;
- To find and prevent fraud and abuse, and respond to trust and safety issues that may arise;
- For compliance purposes, including enforcing our terms of service or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency; and
- For other purposes for which we provide notice at the time the personal information is collected.

Legal bases for processing European personal information

If you are located in the European economic area (“EEA”) or the United Kingdom (“UK”), we only process your personal information when we have a valid “legal basis,” including as set forth below.

- **Consent.** We may process your personal information where you have consented to certain processing of your personal information. For example, we may process your personal information to use cookies where you have consented to such use.
- **Contractual necessity.** We may process your personal information where required to provide you with our services. For example, we may need to process your personal information to respond to your inquiries or requests.
- **Compliance with a legal obligation.** We may process your personal information where we have a legal obligation to do so. For example, we may process your personal information to comply with tax, labor, and accounting obligations.
- **Legitimate interests.** We may process your personal information where we or a third party have a legitimate interest in processing your personal information. Specifically, we have a legitimate interest in using your personal information for product development and internal analytics purposes, and otherwise to improve the safety, security, and performance of our services. We only rely on our or a third party’s legitimate interests to process your personal information when these interests are not overridden by your rights and interests.

How we disclose the personal information we collect

We do not disclose personal information we collect from or about you except as described below or otherwise disclosed to you at the time of collection. If you use our services as an employee of one of our customers, we will also disclose your personal information in accordance with our contractual agreements with the customer.

Affiliates. We may disclose any personal information we receive to our partners, corporate affiliates, parents, or subsidiaries for any purpose described in this privacy policy.

Vendors and service providers. We may disclose any personal information we receive to vendors and service providers retained in connection with the provision of our services.

Customers. If you use our services as an employee of one of our customers, we may share your personal information with your employer depending on the contractual relationship between your employer and SysCloud.

Analytics providers. We use analytics services, such as Google analytics, to collect and process certain analytics data. These services may also collect information about your use of other websites, apps, and online resources.

Third-party app integrations. If you connect a third-party application to our services, we may disclose your personal information, such as your name, email address, and details regarding your business relationship with us, to that third party.

As required by law and similar disclosures. We may access, preserve, and disclose your personal information if we believe doing so is required or appropriate to: (a) comply with law enforcement requests and legal process, such as a court order or subpoena; (b) respond to your requests; or (c) protect your, our, or others' rights, property, or safety. For the avoidance of doubt, the disclosure of your personal information may occur if you post any objectionable content on or through our services.

Merger, sale, or other asset transfers. We may transfer or disclose your personal information to service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a corporate transaction in which we are acquired by or merged with another company, or we sell, liquidate, or transfer all or a portion of our assets. The use of your personal information following any of these events will be governed by the provisions of this privacy policy in effect at the time the applicable personal information was collected.

Consent. We may also disclose personal information from or about you or your devices with your permission.

Your choices

Marketing emails. You can unsubscribe from our promotional emails via the link provided in the emails. Even if you opt out of receiving promotional messages from us, you will continue to receive administrative messages from us.

Your European privacy rights. If you are located in the EEA or the UK, you may have additional rights described below. Where you use our services as an employee of one of our customers, however, we will redirect any requests by you to exercise the rights described in this section to your employer.

- You may request access to the personal information we maintain about you, update, and correct inaccuracies in your personal information, restrict or object to the processing of your personal information, have your personal information anonymized or deleted, as appropriate, or exercise your right to data portability to easily transfer your personal information to another company. In addition, you have the right to lodge a complaint with a supervisory authority, including in your country of residence, place of work or where an incident took place.
- You may withdraw any consent you previously provided to us regarding the processing of your personal information at any time and free of charge. We will apply your preferences going forward and this will not affect the lawfulness of the processing before you withdrew your consent.

You may exercise these rights by contacting us using the contact details at the end of this privacy policy. Before fulfilling your request, we may ask you to provide reasonable information to verify your identity. Please note that there are exceptions and limitations to each of these rights, and that while any changes you make will be reflected in active user databases instantly or within a reasonable period of time, we may retain information for backups, archiving, prevention of fraud and abuse, analytics, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

How to block cookies. You can block cookies by setting your internet browser to block some or all cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our services. By using our services, you consent to our use of cookies and our processing of information collected through such cookies, in accordance with this privacy policy. You can withdraw your consent at any time by deleting placed cookies and disabling cookies in your browser, or as explained below. You can change your browser settings to block or notify you when you receive a cookie, delete cookies, or

browse our services using your browser's anonymous usage setting. Please refer to your browser instructions or help screen to learn more about how to adjust or modify your browser settings. If you do not agree to our use of cookies or similar technologies which store information on your device, you should change your browser settings accordingly. You should understand that some features of our services may not function properly if you do not accept cookies or these technologies. Where required by applicable law, you will be asked to consent to certain cookies and similar technologies before we use or install them on your computer or other device.

Do not track. There is no accepted standard on how to respond to do not track signals, and we do not respond to such signals.

Data retention

We take measures to delete your personal information or keep it in a form that does not permit identifying you when this personal information is no longer necessary for the purposes for which we process it unless we are required by law to keep this personal information for a longer period. When determining the retention period, we take into account various criteria, such as the type of products and services requested by or provided to you, the nature and length of our relationship with you, the impact on the services we provide to you if we delete some personal information from or about you, mandatory retention periods provided by law, and any relevant statute of limitations.

Third parties

Our services may contain links to other websites, products, or services that we do not own or operate. We are not responsible for the privacy practices of these third parties. Please be aware that this privacy policy does not apply to your activities on these third-party services or any information you disclose to these third parties. We encourage you to read their privacy policies before providing any information to them.

Security

We make reasonable efforts to protect your personal information by using physical and electronic safeguards designed to improve the security of the personal information we maintain. However, because no electronic transmission or storage of information can be entirely secure, we can make no guarantees as to the security or privacy of your personal information.

Children's privacy

We do not knowingly collect, maintain, or use personal information from children under 13 years of age, and no parts of our services are directed to such children. If you learn that a child has provided us with personal

information in violation of this privacy policy, you may alert us at privacy@SysCloud.Com.

International visitors

Our services are hosted in various parts of the world, including the United States (“U.S.”). If you choose to use our services from the EEA, the UK, or other regions of the world with laws governing data collection and use that may differ from the U.S. Law, then please note that you may be transferring your personal information outside of those regions to the U.S. For storage and processing. We may transfer personal information from the EEA or the UK to the U.S. And other third countries based on European commission-approved or UK government-approved standard contractual clauses, or otherwise in accordance with applicable data protection laws. We may also transfer your personal information from the U.S. To other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating our services. By providing any information, including personal information, on or through our services, you consent to such transfer, storage, and processing.

Changes to this privacy policy

We will post any adjustments to the privacy policy on this page, and the revised version will be effective when it is posted. If we materially change the ways in which we use or disclose personal information previously collected from you through our services, we will notify you through our services, by email, or other communication.

Contact information

If you have any questions, comments, or concerns about our processing activities, please email us at privacy@SysCloud.Com or write to us at:

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