

# Privacy Statement

## Privacy Statement

### General Website Privacy Statement

Uniface B.V. with its corporate office located at Hoogoorddreef 60, 1101 BE Amsterdam, the Netherlands and our affiliated businesses (collectively, “Uniface” or “we” or “us”) are committed to being responsible custodians of the information you provide us and the information we collect in the course of operating our business.

Uniface takes your privacy seriously. This Privacy Statement describes how Uniface, as a data controller, collects, uses and shares information, particularly in association with the operation of our main website [www.uniface.com](http://www.uniface.com), [www.unifaceinfo.com](http://www.unifaceinfo.com) and our other websites, and the provision of our products. This Privacy Statement applies to all personal data collected by Uniface from individuals in the European Union.

Effective date: May 2018

### What personal data Uniface collects and uses

We collect your personal data when you provide it to us, for instance by visiting our website, contacting our support service or requesting a trial. “**Personal data**” is any information that can be used to identify you or that we can link to you. We may automatically collect certain information when you use, access, or interact with us via our websites.

All personal data you provide to us or that we (automatically) collect is voluntarily. However, without providing certain data, for instance your email address, we may not be able to respond to your request or deliver our services.

#### Information you provide to us

We collect information that you voluntarily provide to us, including when you communicate with us via email or other channels; when you sign up for our newsletter; when you sign up for an event; when you communicate within our Uniface developer community; when you complete an online registration form for downloads (e.g. samples or products), events, trainings or other services; and when you respond to our communications or requests for information. The personal data you provide may include your first name, last name, organization, customer number, address, postal code, city, country, state (for registrations from the US), business email address and phone number.

#### Information we may collect automatically

We use browser cookies and similar technologies to collect and store certain information when you use, access, or interact with us via our websites. We may, for example, collect information about the type of device you use to access our websites; the operating system and version; your IP address; your general geographic location as indicated by your IP address; your browser type, the content you view and features you access on our websites, whether and how you interact with content available on our websites, and the search terms you enter on our websites. For information about how we use cookies and the choices you may have, please click [here](#).

#### Information we collect from other sources

Where necessary for the purposes set out below Uniface also collects information from other sources, such as social media platforms that may share information about how you interact with our social media content, or if you interact with us via our social media accounts.

#### Information of children

Our websites and services are generally not directed to children under 16. We do not knowingly collect personal data from anyone under 16 without parental consent. If you become aware that we have collected personal data from a child under the age of 16 without parental consent, please let us know so we can take appropriate action.

### How Uniface uses personal data and the legal basis on which Uniface uses it

We will only use your personal data if we have a legal basis for doing so, including for the following purposes:

- To enter into a contract; or to take steps at your request prior to entering into a contract (such as account registration).
- To allow you to make use of our online features, including the Uniface developer community; feedback forms; web logs; “blogs”; and/or other public messaging forums, which is our legitimate interest to improve your customer experience with us.
- To respond to your inquiries and provide you with services that you request; to communicate with third parties in the handling of claims or complaints; to maintain business administration records; and to prevent fraud, which is our legitimate interest to properly provide our services to you.
- To keep records and administration on how products and services were provided; claims and complaints were handled, including the documents underlying such services; and on-going claims and complaints, which is our legitimate interest to maintain proper administration of disputes.
- To understand how people use our websites and services; to learn more about our customers and their preferences; to operate, maintain and improve our websites and services; to develop new products and services. and to send direct marketing communications, which is our legitimate interest to improve your customer experience with us.
- For Uniface’s business purposes, including data analysis; submitting invoices; and detecting, preventing, and responding to actual or potential fraud, illegal activities, or intellectual property infringement, which is our legitimate interest to be compliant with applicable laws and regulations.

To comply with legal obligations applicable to Uniface, such as respond to legal process or requests for information issued by government authorities or other third parties; or to protect your, our or other parties’ rights.

## Who has access to personal data

We treat your personal data with care and confidentiality. Where we and our affiliated businesses have a legal basis to do so, we share your personal data with trusted third parties under the following circumstances:

- To our trusted service providers and business partners that perform business operations and services for us, such as information technology providers, mailing vendors and analytics providers.
- To law enforcement agencies, courts, regulators, government authorities or other similar third parties as may be permitted or required by law, as provided for under contract, or as we deem reasonably necessary to provide legal services. In these circumstances, we take reasonable efforts to notify you before we disclose information that may reasonably identify you or your organization, unless prior notice is not possible or reasonable in the circumstances.
- To service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a 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.
- To asset purchasers, in which case we may share your personal data with any third party that (intends to) purchase, or to which we transfer, all or substantially all of our assets and business. Should such a sale or transfer occur, we will use reasonable efforts to ensure that the entity to which we transfer your personal data processes is compliant with applicable data protection laws and this Privacy Statement.
- To professional advisors, for example to provide legal advice or to assist us with a criminal or regulatory investigation.

When we disclose your personal data to third parties acting on our behalf, we make sure that these third parties are under an obligation to maintain the security and confidentiality of the personal data, and to process the personal data only in accordance with our instructions and not for their own purposes.

## Integrated content or links to content provided by third parties

Our websites may include integrated content or links to content provided by third parties (such as social media platforms). This Privacy Statement does not address the privacy, security, or other practices of the third parties that provide such content. We recommend considering the privacy statement applicable to third-party websites prior to visiting those websites.

We engage third parties that support the operation of our websites, such as analytics providers. These third parties may use technologies to track your online activities over time and across different websites and online platforms. Please click [here](#) for more information.

## How personal data is protected when transferred internally

If Uniface transfers your personal data to a recipient outside the European Union, it will only do so in compliance with the European General Data Protection Regulation. In these circumstances we will take appropriate steps to ensure that your personal data is adequately protected. Typically, such steps include carrying out data security reviews of any recipients and putting in place contracts with such recipients to ensure they employ the same or similar appropriate technical and organisational measures as Uniface, so your data is adequately protected.

For more information on the international transfers of your personal data or the appropriate safeguards in place, please contact us via [ask@uniface.com](mailto:ask@uniface.com).

## How personal data is protected and stored

Uniface deploys administrative, technical, and physical safeguards designed to safeguard the information that Uniface collects. However, no information system can be 100% secure. This means we cannot guarantee the absolute security of your personal data. Moreover, we are not responsible for the security of information you transmit to us over networks that we do not control, including the Internet and wireless networks.

In accordance with our Data Retention Policy, we retain the information we collect in an identifiable form as reasonably necessary and only for as long as required to fulfill the purposes and on the legal bases described above for which we collect the information and to comply with our legal obligations. We will delete your personal data when it is no longer required for these purposes. If there is any personal data that we are unable to delete entirely from our systems for technical reasons, we will put in place appropriate measures to prevent any further processing or use of such personal data.

## Your rights in relation to your personal data, and how you can exercise them

Fair play and transparency are important to us. We are transparent about the personal data we collect and have implemented mechanisms to enable you to exercise any rights you might have with respect to your personal data.

We encourage you to contact us to update or correct your information if it changes or if you believe that any information that we have collected about you is inaccurate. You can also ask us to see what personal data we hold about you, to rectify or erase your personal data, or to port your personal data and you may tell us if you object to or want to restrict our use of your personal data.

Where we process your personal data on the basis of your consent (e.g. your consent to receiving direct marketing messages if needed under applicable law), you may withdraw your consent at any time by contacting us at the address below. Where we process your personal data on the basis of our or a third party's legitimate interest, you may object to such processing at any time by contacting us at the address below. If you would like to opt out of receiving direct marketing communications, you can use the unsubscribe mechanism contained in the message you have received.

If you would like to discuss or exercise your rights, please contact us at [ask@uniface.com](mailto:ask@uniface.com).

For information about the choices you may have in regard to our use of cookies, please click [here](#).

## How to contact Uniface

If you have questions or concerns about our Privacy Statement or the way in which your personal data has been used, you are welcome to contact us at [ask@uniface.com](mailto:ask@uniface.com).

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. If, however, you believe that we have not been able to assist with your complaint or concern, you have the right to make a complaint to the data protection authority.

## Changes to this privacy statement

Uniface may update this Privacy Statement from time to time. The effective date of the current Privacy Statement is noted at the top of this page. Uniface encourages you to periodically review this page. You will be informed separately if we make significant changes to this Privacy Statement.

## Our use of cookies

We collect certain information by automated means when you visit our websites. By collecting this information, we learn how to best tailor our websites to our visitors. We collect this information through various means such as “cookies,” “web beacons,” and “IP addresses” as explained below.

Like many companies, we use “cookies” and “web beacons” (also known as internet tags, pixel tags and clear GIFs) on our websites. Cookies are bits of text that are placed on your computer’s hard drive when you visit certain websites. Web beacons allow us to obtain information such as the IP address of the computer that downloaded the page on which the beacon appears; the URL of the page on which the beacon appears; the time the page containing the beacon was viewed; the type of browser used to view the page; and the information in cookies set by the third party. We use the information collected from these technologies to compile reports and help us improve the website.

For example, a cookie might tell us whether you have visited us before; the number of visitors to the website, which site a visitor has come from; the pages they visited; and to help us identify site features in which you may have the greatest interest. Cookies may enhance your online experience by saving your preferences while you are visiting a particular site.

We also collect IP addresses. An IP address is a unique identifier that certain electronic devices use to identify and communicate with each other on the Internet. When you visit our websites, we may view and/or store the IP address of the device you use to connect to the Internet. We use this information to determine the general physical location of the device and understand from what regions of the world our website visitors come. We also may use this information to enhance our websites.

We use the following trackers on the site:

*Facebook Retargeting Pixel*  
*Google analytics*  
*Google AdWords Remarketing pixel*  
*LinkedIn Retargeting Pixel*

Most browsers will tell you how to stop accepting new cookies, how to be notified when you receive a new cookie, and how to disable existing cookies. Please note, however, that without cookies you may not be able to take full advantage of all our website features. Some browsers offer a “Do Not Track” (“DNT”) signal whereby you may indicate your preference regarding tracking and cross-site tracking. Although we do not currently employ technology that recognizes DNT signals, we will only process your personal data in accordance with this Privacy Statement.