



# Privacy Policy

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## 1. Introduction

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Your privacy is important to us.

This Privacy Policy describes how Reliex OÜ (Reliex) collects information about you when you use our products or services, and what choices you have with respect to the information. We are transparent about how we collect, use, and share information about you.

This Privacy Policy applies when you use our products or services (described below), or otherwise interact with Reliex (for example, attending Reliex's demo sessions).

## 2. Definitions

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"Client" or "Customer" means a customer of Reliex.

"Personal Data" means any information relating to an identified or identifiable natural person.

"User" means an employee, agent, or representative of a Client, who primarily uses the restricted areas of the Site for the purpose of accessing the Service.

"Visitor" means an individual other than a User, who uses the public area, but has no access to the restricted areas of the Site or Service.

"Content" means any information or data that you upload, submit, post, create, transmit, store or display in the Service.

"Add-On" means a bundle of code, resources and configuration files that can be used with a Service to add new functionality or to change the behavior of that product's existing features.

"Cloud Services" means Reliex's software as a service ("SaaS") solutions.

"Server or Data Center Services" means Reliex's software as downloadable solutions.

"Websites" means Reliex websites, including but not limited to activitytimeline.com, reliex.com Reliex's product listings on the Atlassian Marketplace, and any related websites, sub-domains and webpages.

## 3. General

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Our policy is intended to give you confidence in the privacy and security of the personal information we obtain from you whether you are using Reliex OÜ products: ActivityTimeline, Email Notifications Digest, Find Duplicates (the "Products"), uploading information to Reliex / ActivityTimeline and our products' websites (the "Websites"), such as reliex.com, activitytimeline.com, using our Cloud services, downloading our applications, or are merely visiting our Websites (collectively the "Services").

BY USING OR REGISTERING FOR ANY OF THE SERVICES YOU CONSENT TO THE COLLECTION, TRANSFER, PROCESSING, STORAGE, DISCLOSURE AND OTHER USES DESCRIBED IN THIS PRIVACY POLICY. IF YOU DO NOT AGREE WITH THIS POLICY, DO NOT ACCESS OR USE OUR SERVICES OR INTERACT WITH ANY OTHER ASPECT OF OUR BUSINESS.

This Privacy Policy does not apply to any third-party applications or software that integrate with the Services ("Third Party Services"), we are not responsible for any use of your personal information you provide to third-party applications or websites. We recommend that you review the privacy policy of any third-party applications or websites that you use.

## 4. GDPR Compliance

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The SOFTWARE is provided "AS IS" without warranty of any kind. The AUTHOR and its suppliers disclaim and make no express or implied warranties and specifically disclaim the warranties of merchantability, fitness for a particular purpose and non-infringement of third-party rights. The entire risk as to the quality and performance of the SOFTWARE is with you. Neither the AUTHOR nor its supplier's warrant that the functions contained in the SOFTWARE will meet your requirements or that the operation of the SOFTWARE will be uninterrupted or error-free. The AUTHOR is not obligated to provide any updates to the software.

25 May 2018 marks the start of enforcement of the European Union's General Data Protection Regulation (GDPR). This far-reaching regulation replaces the various regulations and national laws that have been in place across the European Economic Area (EEA) over the last twenty years. The regulation increases the level of control EEA citizens and residents have over their personal data in the new digital age and presents a more unified environment for international business across Europe.

Individuals from the EU/EEA may have the right to exercise additional data subject rights under data privacy laws including the following:

The right to request information about the purpose of the processing; the categories of personal data concerned; who else outside Reliex might have received the data from Reliex; what the source of the information was (if you did not provide it directly to Reliex); and how long it will be stored.

You have a right to correct the record of your personal data maintained by Reliex if it is inaccurate. You may also request that we cease using your data for direct marketing purposes.

Right of erasure: this is a right to erasure of personal information that we hold about you if it is no longer necessary in relation to the purpose for which it was originally collected. Please note that Reliex may need to retain certain data to complete transactions, perform refunds, maintain underwriting records or comply with legal obligations, tax and accounting requirements, etc.

Right to restrict processing of your personal information in certain circumstances, for example where such data is inaccurate or unlawfully held.

Right to data portability: this right is available in certain circumstances to receive your personal information in a structured, commonly used format.

In order to exercise any of these rights please contact us at [support@reliex.com](mailto:support@reliex.com)

## 5. Collection of personal information

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When you use our Products or Websites as a User or a Visitor, you may be asked for personally identifiable information such as your name, email address, mailing address, phone number, credit card or other billing information and profile information such as username, profile photo, and job title when you register for an account, create, or modify your profile, set preferences, sign-up for or make purchases through the Services.

Personal Data also includes other information, such as geographic area or preferences, when any such information is linked to information that identifies a specific individual. You may provide us with Personal Data in various ways on the Service. For example, when you register for an Account, use the Service, interact with other users of the Service through communication capabilities, or send us customer service-related requests.

By providing us with such information you will need to consent to our using it in the manner described in this policy.

**Information collected by our products.** We collect and store Content that you create, post, send, receive, and share or display in the process of using our Cloud Services or Websites. This content includes any information that you choose to include.

If you use a Server or Data Center version of the Services, we do not host, store, transmit, receive, or collect information about you, except the information you, your administrator or any User of our Service explicitly send to us. For example: we may collect feedback, bug report provided by User or Client.

**Automatically Collected Information.** When a User or Visitor uses the Service or visit the Site, we may automatically receive and record certain information from the User's or Visitor's device and/or web browser by using various types of technology, including cookies, "clear gifs" or "web beacons." Cookie information, pages you have requested, and your IP address may also be recorded by us and/or third parties from your browser as set out in this policy document.

**Integrated Services.** - You may be given the option to access or register for the Service through the use of your user name and passwords for certain services provided by third parties (each, an "Integrated Service"). For example, you may provide an information by signing in with Google account in Live Support chat.

## 6. Use of performance data

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Reliex will use performance data, including performance statistics, bug fixes and other similar data ("Performance Data") uploaded to our Websites or acquired through our Products. Reliex may use such Performance Data in any way, including, but not limited to, using, editing, altering, reproducing, publishing and/or distributing the Performance Data for any purpose, commercial or otherwise, provided that such Performance Data is stripped of all personally identifiable information.

## 7. Use of personal information

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We use personal information to allow us to process your service requests, provide access to privileged areas of the Websites, send out newsletters, personalize your visit to our Websites, personalize your use of our Products, and enable us to improve the products and services we offer. We may occasionally carry out market research and send you details of services and offers that we think may be of interest to you. If you do not wish to receive such information, please e-mail [support@reliex.com](mailto:support@reliex.com) or, alternatively, when we send you an e-mail, it will contain a provision for you to opt out of receiving any further information from us.

**Registration.** We may use your name, email address, phone number, current company name and position to register your Account.

**Operations.** We use the information that you provide to understand and analyze the usages trends and preferences of our users across different devices, to improve the Services, to create new features and functionality, and to improve fraud detection and information security.

**Customer Service and Support.** We may use your name, phone number, email address, how you interact with our Services, and information about your computer configuration to resolve questions you may have about our Services and to follow up with you about your experience. We may use the information about technical issues to analyze and resolve the issues.

## 8. Disclosure of personal information

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We may provide information about you to our employees and agents in order to administer any accounts, products and services provided to you by Reliex.

We will not disclose your personal information to any third party unless you have consented to such disclosure or where we are required to do so by law.

Should you breach our terms and conditions or terms of use, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, we may disclose your information to a relevant authority. This may include exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction. Any disclosure of personal information will be strictly controlled and made fully in accordance with current E.U. law.

Do not submit the information if you do not want your personal information shared as described above.

## 9. Children's privacy

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Protecting the privacy of young children is especially important. Our Service is not directed to children under the age of 18, and we do not knowingly collect Personal Data from children under the age of 18 without obtaining parental consent. If you are under 18 years of age, then please do not use or access the Service at any time or in any manner.

## 10. Cookies & clear gif

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Cookies are small data files that a website you visit may save on your computer or handheld device that usually includes an anonymous unique identifier. Our Websites and those of our Products may use cookies for user authentication, keeping track of your preferences, promotional campaigns, tracking our audience size and traffic patterns, and in certain other cases. We may include small graphic images in our email messages and newsletters to determine whether the messages were opened and the links were viewed.

Third-party advertisers may also create and access cookies, which will be subject to their privacy policies – we accept no responsibility or liability for the use of such third parties' cookies. If you do not wish cookies to be placed on your PC or handheld device, then they can be disabled in your web browser. The option to do so is normally found in your browser's "security settings" section. Please note that permanently disabling cookies in your browser may hinder your use of our Websites as well as other websites and interactive services.

Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. In contrast to cookies, which are stored on your computer's hard drive, clear GIFs are embedded invisibly on web pages. We may use clear GIFs (a.k.a. web beacons, web bugs or pixel tags), in connection with our Website or Services to, among other things, track the activities of Website visitors, help us manage content, and compile statistics about Website and Services usage. We and our third-party service providers also use clear GIFs in HTML emails to our customers, to help us track email response rates, identify when our emails are viewed, and track whether our emails are forwarded.

We do not have access to, or control over, the technologies that these third parties may use to collect information about your interests, and the information practices of these third parties are not covered by this Privacy Notice. Other than as discussed in this document, we have no control over these third parties.

## 11. Security

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All security on our Websites and the Products is treated seriously.

Where data is transferred over the Internet as part of a Website or the Products, the data is encrypted with HTTPS using TLS v1.2 or higher. However, this is not a guarantee that such data transmissions cannot be

accessed, altered, or deleted due to firewall or other security software failures. Cloud Products' Data is replicated across multiple nodes and is encrypted "at rest" following industry standards.

If you have any further concerns about security, please email our Support Service team at [support@reliex.com](mailto:support@reliex.com).

## 12. Policy Changes

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Changes in this policy document will be posted on our Websites. You are advised to check our Websites regularly to view our most recent privacy policy. If you object to any changes, you may close your account by writing to [support@reliex.com](mailto:support@reliex.com)