



Privacy Policy – for Paid Customers

(Last Updated: September 18, 2017)





Note: This Privacy Policy is only applicable for paid customers using Azeus Convene. If you are not yet a paid customer but are using Azeus Convene (such as trial user), or you are a visitor to the Azeus Convene website at www.azeusconvene.com, the Azeus Convene Privacy and Cookie Policy at <http://www.azeusconvene.com/privacypolicyfree> shall apply.

Azeus Systems Holdings Ltd. (“**Azeus**”, “**we**”, “**us**” or “**our**”) respects the privacy rights of users and recognize the importance of protecting and handling information collected about you in accordance with both the law and best practice.

This Privacy Policy, together with our Terms of Service <http://www.azeusconvene.com/terms/> and any other documents referred to below (“**Privacy Policy**“) tells you (“**you**” or “**your**“) how we use and disclose the personal information we collect via our Convene Services, or when you otherwise interact with us, as a paid customer of Convene Services. For the purposes of this Privacy Policy, “Convene Services” includes:

- (i) The hosted solution of Convene provided by Azeus for e-meetings, online storage, sharing and processing of files, materials, data, or other content; and
- (ii) Convene software and all associated services and applications provided or made available by Azeus which include but are not limited to iPad, Android and Windows versions.

Please read the following carefully to understand how we will collect, use and protect your personal information.

1. Changes to This Policy

We will update this Privacy Policy when necessary to reflect customer feedback and changes in our services. When we post changes to this Privacy Policy, we will revise the “Last Updated” date at the top of the Privacy Policy. If there are material changes to the statement or in how Azeus will use your personal information, we will notify you either by prominently posting a notice of such changes before they take effect or by directly sending you a notification. We encourage you to periodically review this Privacy Policy to learn how Azeus is protecting your information.

2. What We Collect

We collect a variety of information to enable us to provide the Convene Services, improve and enhance our users' experience of the Convene Services. For more information about the purposes for which we use your information please see the Use of Information section below.

We collect the following information (which may include personal information and/or sensitive personal information):

- a. Information You Provide To Us.** We collect information you provide directly to us when you register for and use the Convene Services. Examples include:
- To enable us to optimize the level of 24*7 customer service and support rendered to our customers, the types of information we may collect directly from you include your name, username, your company name, job title, email address, postal address, country, phone number, information about your data storage preferences, any contact or other information you choose to provide, as well as the password that we will generate for you when you register to access our Convene Services. We also store the files or other information that you upload or provide to the Convene hosted solution or Convene application ("Content"). This information is solely used by us in aiding our ability to troubleshoot and enhance your Convene user experience.
 - If you are providing information (including personal information) about someone else you confirm that they have appointed you to act for them and consent to the processing of their personal information and that you have informed them of our identity and the purposes (as set out in this Privacy Policy) for which their personal information will be processed.
 - Contact made with our customer support department for customer support via means such as emails, phone conversations or chat sessions with our customer support representatives may be monitored and recorded in our best effort to mitigate any future concerns associated with the effective use of Convene Services.
- b. Information We Collect Automatically** As a customer, upon access or use of Convene Services, we may automatically collect information about you, including:

- **Log Information:** Our customer support collects information which is limited to IP address(es), browser types, and referring pages and store it in log files in our best effort to optimize and remedy your technical concern related to the use of Convene Services.
- **Device Information:** If you access the Convene Services from a mobile device, our customer support staff may collect information about the device, including the device name and model, operating system and version, unique device identifiers, mobile network information (as allowed by the mobile network) or platform information (as allowed by the specific platform type) in our best effort to optimize and remedy your technical concern related to the use of Convene Services. We do not track any location-based information from your mobile device at any time.
- **Information Collected by Cookies:** We use cookies to collect information which may include saving cookies to your computer or mobile device. This helps us to provide you with a good experience when you use our Convene Services. For more information about how we use cookies please see the section on “Cookie Policy” below.

3. Data Controller and Data Processor

We do not own, control or direct the use of any of Content stored or processed by you via Convene hosted solution or Convene application. Only the customers or users are entitled to access, retrieve and direct the use of such information. We are largely unaware of what information is actually being stored or made available by you to the Convene hosted solution or Convene application and we do not directly access such information or data except as authorized by you or as necessary to provide support services to you.

Because we do not collect or determine the use of any personal data contained in the Content and because we do not determine the purposes for which such personal data is collected, the means of collecting such personal data, or the uses of such data, we are not acting in the capacity of data controller in terms of the European Union’s Directive 95/46/EC on data privacy (“Directive”) and does not have the associated responsibilities under the Directive. We should be considered only as a processor on behalf of our customers and users as to any Content containing personal data that is subject to the requirements of the Directive. Except as provided in this Privacy Policy, we do not independently cause Content containing personal data stored in the Convene hosted solution or Convene application to be transferred or

otherwise made available to third parties, except to third party subcontractors who may process such data on behalf of us in connection with our provision of services to customers.

The customer or the user is the data controller under the Directive for any Content containing personal data, meaning that such party controls the manner such personal data is collected and used as well as the determination of the purposes and means of the processing of such personal data. We are not responsible for the content of the personal data contained in the Content or other information stored on its servers (or its subcontractors' servers) at the discretion of the customer or user nor are we responsible for the manner in which the customer or user collects, handles disclosure, distributes or otherwise processes such information.

4. Use of Information

Our customer support staff may use information (which may include personal information) collected from you solely for purposes designed to streamline technical concerns in our best effort to assist in providing a remedy to your technical concerns, including, for example, to:

- Provide, operate, maintain and improve the Convene Services;
- Enable you to access and use the Convene Services, including creating and joining e-meetings, uploading, downloading, collaborating on and sharing Content;
- Allow you to opt-in to participate in any interactive feature of our Convene Services;
- Notify you about changes to our Convene Services;
- Send you technical notices, updates, security alerts and support and administrative notices;
- Provide and deliver services and features upon your request;
- Process and complete transactions;
- Respond to your comments, questions, and provide customer service and support;
- Communicate with you, where you have agreed or where the law permits, for marketing purposes, including to periodically inform you about services, features, surveys, newsletters, offers, promotions, and events, and provide other news or information about Azeus and Convene; and



- Investigate and prevent fraudulent transactions, unauthorized access to the Convene Services, and/or other illegal activities.

5. Share Information with Third Parties

We do not sell your personal information to third parties.

We may also disclose your personal information:

- to our affiliates or subsidiaries; however, if we do so, their use and disclosure of your personal information will be subject to this Privacy Policy;
- as required by law, such as to comply with a subpoena, or similar legal process;
- when we believe in good faith that disclosure is necessary to protect our rights, as evidence in litigation in which we are involved, to protect your safety or the safety of others, investigate fraud, or respond to a government request;
- we may share your information with your consent, including when you choose to use any features in the Convene Services that by their nature support sharing with third parties who you choose. Your name, email address, information from your profile, and any Content you choose to share will be shared with such third parties, and such third parties may communicate with you in connection with your use of the interactive or collaboration features of the Convene Services. For example, third parties who you invite to join an e-meeting using the Convene Services may also modify Content that you have shared, upload documents to Content you have shared, and provide other third parties with rights to view the Content you have shared; and
- if Azeus is involved in a merger, acquisition, or sale of all or a portion of its assets, or a bankruptcy proceeding, we may transfer your information to the acquiring company, you will be notified via email and/or a prominent notice on our Site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

6. Where We Store Your Information

We may store and process personal information and content in the United States and other countries or cities which include but are not limited to the United Kingdom, Australia, Hong Kong, Singapore and Philippines. In addition, we may transfer your personal information to our affiliates, business partners, and service providers located in other countries, including but not limited to the United States, United Kingdom, Canada, Australia, Hong Kong, Singapore, Malaysia, Philippines, and South Africa, some of which may not offer the same or equivalent legal protection for your personal data as your home country. By accessing or using the Convene Services or otherwise providing information to us, you consent to the processing, transfer and storage of information in and to the United States and other countries.

We will always strive to adopt appropriate standards of privacy protection, wherever your information is located and adopt appropriate measures (consistent with locally applicable privacy laws) to secure an adequate level of privacy protection.

For US customers who have adopted our software-as-a-service (hosted) Convene Services, the Content uploaded by users to the Convene hosted solution or Convene application shall reside within the United States. No Content will be transferred outside of the United States without the prior consent of the customer.

For European Union (EU) customers who have adopted our software-as-a-service (hosted) Convene Services, the Content uploaded by users to the Convene hosted solution or Convene application shall reside within the EU. No Content will be transferred outside of EU without the prior consent of the customer.

7. Collaboration and Sharing Features

The Convene Services offers collaboration and file sharing features or other tools, which allow you to share your Content through the Convene Services. As a function of the collaborative nature of the Convene Services and based on the permissions and settings you choose, the use of such features enables the sharing of Content with people you want to collaborate with or with the public. The access rights and setting can be managed by using the Convene Services functionality. For more information about such collaboration and sharing features, we



encourage you to review the documentation of Convene Services provided or made available by Azeus, or to contact support@azeusconvene.com.

8. Security

We are committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. For example, we encrypt your Content when it is stored in our data centres.

While we take reasonable efforts to guard personal information we knowingly collect directly from you, no security system is impenetrable and due to the inherent nature of the Internet as an open global communications vehicle, we cannot guarantee that information, during transmission through the Internet or while stored on our systems or otherwise in our care, will be absolutely safe from intrusion by others, such as hackers. In addition, we cannot guarantee that any passively-collected personal information you choose to include in documents you store on our systems are maintained at levels of protection to meet specific needs or obligations you may have relating to that information.

You may access your account information and our service only through the use of an individual username and password. To protect the confidentiality of personal information, you must keep your password confidential and not disclose it to any other person. Please advise us immediately if you believe your password has been misused. In addition, always logout and close your browser when you finish your session.

9. Cookie Policy

We use cookies to collect information which may include saving cookies to your computer or mobile device. This helps us to provide you with a good experience when you use our Convene Services. By using Convene Services you accept the use of cookies in accordance with this Cookie Policy.

If you do not accept the use of cookies, please follow the below instructions to disable them.

What is a Cookie and what Cookies We Use?

Cookies are small data files sent by a website containing information that is stored on your browser or hard drive of your computer. There are different types of cookies used for different purposes. The cookies we use are listed below:

a. Features and Services

We use cookies to enable the functionality that helps us provide Convene Services. For example, on access of Convene Services via browsers, cookies are checked to determine if a certain notification should be shown or popped up for that particular user.

b. Security

We use cookies to help us keep your account and the Convene Services safe and secure by enabling and supporting the security features of Convene Services. For example, cookies are used for authentication and identification of user such as whether the user has already logged in or logged out of Convene Services. We also use cookies to help us detect malicious activity and violations of our Terms of Service.

Browser cookie controls:

Your browser or device may offer settings that allow you to choose whether browser cookies are set and to delete them. For more information about these controls, visit your browser or device's help material. Certain parts of the Convene Services may not work properly if you have disabled browser cookie use.

10. Your Choices

- a. **Access to Personal Information.** If your personal information changes, or if you no longer desire to use the Convene Services, you may correct, update, amend, delete/remove, ask to have it removed from a testimonial or deactivate much of your information by emailing support@azeusconvene.com. But note that we may retain certain information as required by law or for legitimate business purposes. We may also retain cached or archived copies of information about you for a certain period of time. We will respond to your request to access as soon as practicable.



- b. **Promotional Communications.** You may opt-out of receiving promotional emails and other promotional communications from us at any time by emailing marketing@azeusconvene.com with your specific request. If you opt out, we may still send you non-promotional communications, such as security alerts and notices related to your access to or use of the Convene Services, those about your online account, or our ongoing business relations.
- c. **Cookies.** Most web browsers are set to automatically accept cookies as the default setting. If you don't want to receive cookies, you can disable cookies from your browser. You can also delete cookies that have already been set. You can find out how to do this by following the instructions provide in the section "Cookie Policy" above, or by going to the help menu in your browser. For more information about how to control and disable cookies in your browser please visit: www.aboutcookies.org . Please note that, if you choose to remove or reject browser cookies, this could affect the availability or functionality of the Convene Services.

11. Links to Third Party Websites

Azeus is not responsible for the privacy practices or the content of any sites that our Site or the Convene Services may provide links to.

12. Contacting Us

Any questions, comments and requests regarding this Privacy Policy or the information that we hold about you should be addressed to legal@azeusconvene.com.