

## Ericom Privacy Policy

Last updated: May 2015

### **Personal Information**

At Ericom Software, we are committed to protecting your privacy. However, we may ask you to provide us with information that personally identifies you, including, but not limited to, a first and last name, email address, telephone number, postal or other physical address, other contact information, title, occupation, and/or other information that Ericom Software may require to provide products, services, and information to you ("**Personal Information**"). This Privacy Policy explains data collection and use in those situations that we require Personal Information. Please read the complete Ericom® Software Privacy Policy.

### **Collecting Your Personal Information**

When you browse our website, you do so anonymously, unless you have previously registered with us. We do collect computer Internet Protocol addresses (IP addresses) for the purpose of maintaining and improving the quality and integrity of our website and to gather broad demographic information about user trends and visitors to our website. This is a standard method of reporting in order to statistically determine which parts of our website are visited and how long visitors spend on each page. We also log the type of browser and operating system that you are using when visiting our website. We do not, however, automatically collect Personal Information, such as your email address. We will ask you when we need Personal Information. For example, we may request Personal Information when you download evaluation software, email us, request an activation key, or ask us to forward product information to you.

The Ericom Software website may use a standard technology called a "cookie," like many other commercial websites, to collect information about how you use the site. Please go to ["Use of Cookies and Other Tracking Technologies"](#) below for more information. In addition, from time to time, Ericom Software receives Personal Information from business partners and vendors, which we only use for purposes as explained herein and only if we reasonably believe that it has been duly collected in accordance with applicable laws.

### **Use of Your Personal Information**

Ericom Software may use your Personal Information to provide you with information and services, to help us better understand your needs and interests, and to make our site easier for you to use by not making you enter Personal Information more than once. Specifically, we may use your information to help you complete a download or order, to communicate with you, to deliver products/services to you, to bill you for products/services you purchased, and to provide ongoing service and support. We may also use your Personal Information to send you, or to have our business partners send you, direct marketing information and to alert you to product upgrades, special offers, updated information, and other new services from Ericom Software. At a minimum, we will always give you the opportunity to "opt out" of receiving materials you choose to unsubscribe. Where required by local law, however, Ericom Software will provide you with the opportunity to "opt in" prior to receiving direct marketing information from us.

## **Personal Information Disclosure**

As a global company, Ericom Software may share your Personal Information with other Ericom Software offices around the world. Please note, however, the entities concerned are also governed by this Privacy Policy.

Ericom Software may provide your Personal Information to others under any of the following circumstances:

- When we have your consent to share the information;
- If necessary to provide a product, service, and/or information you have requested;
- As part of a joint sales promotion or to pass sales leads to our partners;
- To keep you up to date on the latest Ericom Software products, software updates, special offers, or other information we think you would like to hear about either from us through our marketing agencies or from our partners;
- For the purpose of conducting US/Israeli export law compliance checks; or
- For data and customer relations management, passing your data to our contracted service providers.

Furthermore, in addition to that already described above, Ericom Software reserves its right to disclose your Personal Information, without notice, in the good faith belief that such action is reasonably necessary: (a) to conform to the edicts of the law or comply with legal process served on Ericom Software or the site; (b) to protect and defend the rights or property of Ericom Software, (c) to act in urgent circumstances to protect the personal safety of users of Ericom Software, its website, or the public, or (d) in connection with a merger or the sale of all or substantially all of Ericom Software's business or assets.

## **Control of Your Personal Information**

Please note that when you provide Ericom Software with your Personal Information, you will be able to decline to receive correspondence from Ericom Software by sending an email to [marketing@ericom.com](mailto:marketing@ericom.com).

If you choose not to provide Personal Information, you may still use our websites anonymously, as discussed under "[Collecting Your Personal Information](#)" above.

## **Online Purchases**

When you submit an order on-line, your credit card number is submitted to the credit institution for routine processing. Ericom Software does not collect your personal credit history information and does not share credit or credit card information. All on-line credit card purchases from the Ericom Software site are processed by Authorize.net, an authorized clearing-house, which works to protect the security of your credit card information by using Secure Sockets Layer (SSL) technology (the industry standard to secure online commerce transactions) to encrypt the information you input.

## **Access to Your Personal Information**

If you are a registered user or have been named as a "Contact" for a company, you may send a request to review and update your Personal Information at any time by contacting Ericom Software at [marketing@ericom.com](mailto:marketing@ericom.com) and request to see the Personal Information details Ericom Software has collected. While you are named as the "Contact" for a particular company, Ericom Software will direct to you most of the correspondences for such company. If you do not wish to receive further correspondence for and on behalf of your company, you may change the "Contact" to another individual after consultation with your company. In the alternative, if you do not wish to receive further direct marketing materials, you may "unsubscribe" the relevant marketing materials. If you are no longer the "Contact" for a

particular company, we will retain in our files some of your Personal Information to prevent fraud, resolve disputes, troubleshoot problems, enforce our Legal Notice and Terms of Use, respect your opt-out preferences, and comply with legal requirements as permitted by law.

### **Security of Your Personal Information**

Ericom Software uses reasonable measures to protect the security of your Personal Information. We conform to industry-standards and physical, technical, and organizational measures to protect your data from loss, misuse, unauthorized access or disclosure, alteration or destruction of your Personal Information. While we strive to protect your Personal Information, we also need your cooperation. We urge you to take every precaution to protect your Personal Information while using the internet, such as changing your passwords often and using a passphrase instead of password with at least 8 characters in combination of letters and numbers. Make sure you use a secure internet browser and apply updates when required. Data that Ericom Software has in its possession is stored in password-controlled servers with restricted access. Your personal information may be stored and processed worldwide where Ericom Software or its subsidiaries or agents are located.

### **Children and Privacy**

Ericom Software's product and marketing materials are intended to be viewed by adults over 18 years of age. We do not intend to receive Personal Information from children.

#### **Forums and Blogs**

Parts of Ericom Software's website allows users to publish content via discussion forums and other means. Any information that you disclose in these forums becomes public information, which can be read, collected, or used by others to send you unsolicited messages. Ericom Software is not responsible for the Personal Information you choose to submit in these forums, and consequently, you should exercise caution when deciding to disclose your Personal Information.

### **Linked Websites**

Ericom Software's website may include links to the websites of others. However, Ericom Software is not responsible for the privacy practices or the content of these linked sites. Once you have left our website, you should check the applicable privacy policy of the third party website to determine how they will handle any information they collect from you.

### **Use of Cookies and Other Tracking Technologies**

Cookies, web beacons, and/or similar devices were originally designed to help a website distinguish a user's browser from a previous visitor and, therefore, save and remember any preferences that may have been set while the user was browsing the site or to track the user's activities. Ericom Software's website uses "cookies." A cookie is a small string of text that a website can send to your browser. A cookie cannot retrieve any other data from your hard drive, pass on computer viruses, or capture your email address. A cookie may contain information (such as a unique user ID), that is used to track the pages of the sites you've visited. Note that a cookie does not retrieve any of your Personal Information. Ericom Software will use this tracked information to analyze trends, to measure the number of visitors to our sites, and to help make Ericom Software's website easier to use and navigate.

We use third-parties to assist us in measuring statistical information about visitors to our website. Such parties may utilize cookies or a web beacon. A web beacon is a small transparent gif image that is embedded in an HTML page or email used to track when the page or email has been viewed. A similar device may be used by which a product or service may send data to a server when a set of user-initiated events occur, such as when a selection is made. This device is similar to a cookie in that it tracks your visit and the data can only be read by the server that receives the data.

If you would like to set your browser to refuse cookies or web beacons our [read our Cookie Policy](#). Please note, however, that if you do refuse cookies/web beacons, you might not be able to take full advantage of our website.

#### Changes to this Statement

Ericom Software may amend this privacy statement from time to time by posting the new text on its websites. Unless otherwise provided, the revised terms will take effect when they are posted. Once any changes that we make to this privacy statement become effective, your continued use of Ericom Software websites or services after such time will signify your acceptance of the new terms.

#### Questions/Comments

If you have concerns or comments about Ericom Software's Privacy Policy and related practice, or you would like Ericom Software not to provide your Personal Information to carefully selected companies or you would like to stop receiving information from Ericom Software or its partners, or you want to correct or update your Personal Information: Contact Ericom Software either by emailing us at [marketing@ericom.com](mailto:marketing@ericom.com) or by calling us at any one of our Ericom offices.

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