

# PRIVACY POLICY

## 1. SCOPE.

Cloudnexa takes your privacy seriously. This policy explains how Cloudnexa collects, uses, and protects Information submitted and collected as part of its web-based service and generally on its website (together, the **Website**). In the event of a conflict between the terms of this privacy policy and an agreement between you and Cloudnexa for its services, the terms of the agreement control.

- **Information** means information that determines the identity of an individual.

## 2. COLLECTION.

- a. **Registration Data.** When registering on our Website, you will provide Information (such as company name, individual name, address, phone number, and email address).
- b. **General Usage Data.** When using our Website, cookies will collect general information about Website usage.
- c. **Interest Based Advertising.** When you visit our Website, advertising companies such as Google may place a cookie on your computer and may collect certain information about your use of our Website. These companies may use this information, as well as information they collect from your use of other websites, to display advertisements on the Internet about products and services they believe you may be interested in. You can learn more about this practice, and can learn about your choices with respect to the use of this information about you for customizing advertisements, at [www.aboutads.info/choices](http://www.aboutads.info/choices).

## 3. USES.

- **Use of Information.** We will use Information to provide our service, provide support, market additional services to you, and to improve our Website.
- **Cookies.** Modern web browsers are configured to accept browser cookies by default. When you access our Website, we may send one or more cookies to your computer. By sending you cookies with values that are unique, we may be able to uniquely identify your web browser or device when you access our Website. We may use both "session" and "persistent" cookies to collect, store, and sometimes track various types of information. A session cookie is one that is intended to disappear after you close your browser. A persistent cookie remains after you close your browser (and may be used by your browser to identify itself when you later return to our Website). Persistent cookies generally can be removed. We use cookies to retain your session states and to offer you a personalized experience on our Website. You can review the "Help" file in your browsers or mobile devices to learn the proper way to modify your cookie settings. You may choose to configure your browser to remove or reject cookies. If you elect to remove or reject cookies, the functionality of our Website will be affected.
- **Aggregate Non-Identifiable Information.** We use aggregate, non-identifiable information to understand broad demographic trends and statistical information, and to improve our Website.
- **Server Logs.** Our server logs record system information when you view our Website.

- **Email Marketing.** You may receive marketing emails from us. You can always 'update your preferences' or 'unsubscribe' from those emails within the body of the email or by contacting us at info@cloudnexa.com.
- **Automated Decision Making.** There is currently no automated decision making, such as profiling, of any individually identifiable information taking place through our Website.
- **Service Providers.** We do not disclose Information to third parties, except to certain service providers, as follows:
  - Credit card processors;
  - Hosting providers; and
  - Other contractors providing services on our behalf.

#### 4. DISCLOSURE AND SHARING.

- **Legal Requirements.** We may be required by law to disclose your Information, and we will try to take steps to limit any such disclosure. This may include responses to lawful requests by public authorities, including to meet national security or law enforcement requirements.
- **Change of Ownership.** If we are acquired or otherwise sell our business, we will transfer all the Information to the successor entity. We will try to notify you of any change in ownership or sale by either posting it on our site or by emailing you (at the email address in the system).

#### 5. YOUR RIGHTS AS A DATA SUBJECT IN THE EU.

- a. If you are a Data Subject in the EU, and any Information that we collect falls under the definition of "Personal Information," as that term is defined under the General Data Protection Regulation (**GDPR**), the following applies:
  - i. you can ask us what Personal Information we hold, about you, and you can ask us to access it, correct it if it is inaccurate, restrict the processing of it, and erase it, under certain circumstances.
  - ii. To exercise your rights regarding your Personal Data by email, mail, or phone, please use the contact information provided at the bottom of this policy. We will try to respond to all legitimate requests within one month and will contact you should we require additional information in order to honor your request. You may also complain to the supervisory authority of your Member State.
- b. As you register on our Website, your Personal Data is being stored outside of the EU on our servers in the United States. If we further transfer this Personal Data, it will be transferred to a Sub-processor that: (i) is located in a third country or territory recognised by the EU Commission to have an adequate level of protection; (ii) we have entered into Model Contractual Clauses with; or (iii) has other legally recognized appropriate safeguards in place, such as the EU-US Privacy Shield or Binding Corporate Rules.
- c. We will retain your Personal Information in accordance with our then current data retention policy, unless you otherwise request that it be deleted sooner, in accordance with this privacy policy.
- d. Cloudnexa complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information

transferred from the European Union to the United States. Cloudnexus has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit <https://www.privacyshield.gov/>

In cases of onward transfers of data, received pursuant to the EU-U.S. Privacy Shield, Cloudnexus is potentially liable.

e. **Compliance and Enforcement.** Cloudnexus's participation in the EU-U.S. Privacy Shield Framework is subject to investigation and enforcement by the US Federal Trade Commission.

f. **Privacy Concerns.**

To exercise your rights regarding your Information, and in compliance with the Privacy Shield Principles, Cloudnexus commits to resolve complaints about our collection or use of your Information. If you have questions regarding this privacy policy or our privacy practices, please contact us at:

Cloudnexus  
The Navy Yard  
150 Rouse Blvd.  
Philadelphia, PA. 19112  
Email: [info@cloudnexus.com](mailto:info@cloudnexus.com)

In compliance with the Privacy Shield Principles, Cloudnexus commits to resolve complaints about our collection or use of your personal information. EU individuals with inquiries or complaints regarding our Privacy Shield policy should first contact Cloudnexus at:

Cloudnexus  
Attn: Chief Technology Officer  
150 Rouse Blvd  
Philadelphia, PA 19112

Telephone 877-828-8987

Fax: (888) 355-9949

Cloudnexus has further committed to refer unresolved Privacy Shield complaints to PrivacyTrust, an alternative dispute resolution provider located in the United States at 1650 Market Street, Suite 3600, Philadelphia, Pennsylvania, 19103. If you do not receive timely acknowledgment of your complaint from us, or if we have not addressed your complaint to your satisfaction, please visit <https://www.privacytrust.com/drs/cloudnexus> for more information or to file a complaint.

The services of PrivacyTrust are provided at no cost to you, detailed in the Privacy Shield, Data Subjects may be able to invoke binding arbitration before the Privacy Shield Panel to be created by the U.S. Department of Commerce and the European Commission.

## 6. OTHER TERMS.

- **Application of this Policy.** By registering on our Website, you agree to comply with the terms of this privacy policy and that we may process your Information.
- **Industry Standard Security.** While we use industry standard security measures to protect against the loss, misuse, and alteration of the Information under our control, there is no guaranty that it cannot be compromised.
- **No Under Age 13.** We do not intentionally gather Information about visitors who are under the age of 13.
- **Links to Third Party Sites.** Our Website may contain links to other sites and services, which are owned and controlled by others. These third-party websites have their own policies regarding privacy, and you should review these policies, as Cloudnexa has no responsibility or liability for these policies.
- **Revisions to this Policy.** We may change this policy at any time. Notice of any significant revision will be called out on this Website for a period of time.

Last Revised January 11, 2019