

## PRIVACY POLICY

FacilityConneX is committed to respecting and protecting your right to privacy and takes your privacy seriously. We have Security Policies and Operational Standards in place to help keep your personal information secure; those Standards are reviewed and updated as needed, or on a yearly basis; and are audited for compliance once a year. To that end, we have prepared this privacy policy to disclose and describe our information gathering and dissemination practices for this web site.

## PERSONAL DATA COLLECTED MANUALLY

FacilityConneX will not collect any personal data about you unless you voluntarily choose to provide us with it. Personal Data includes: first and last name, company name, job title, work email address, and phone number. Personal Data is never sold or shared with third parties for any purpose except as provided in this Privacy Policy.

If you are purchasing something from FacilityConneX, we will require financial information. Financial Data includes: mailing address, credit card number, and credit card expiration date. Financial Data is never sold or shared with third parties for any purpose except as provided in this Privacy Policy.

## MANUAL PERSONAL DATA COLLECTION

### WHEN IS DATA COLLECTED

Personal data is collected from you when you fill out a form or enter the information on our site.

### USE OF DATA COLLECTED

When you do provide us with personal or financial data, we use it for the following purposes:

- Respond to your inquiry
- Process your order
- Provide access to specific information, upgrades, or offers
- Send Proposals for future Subscriptions
- Registrations for conferences, training, and other events

### NON-PERSONAL DATA COLLECTED AUTOMATICALLY

When you access our web site, we may automatically (i.e., not by registration) collect **non-personal** data (e.g. type of Internet browser and operating system used, IP address, domain name of the Web site from which you came, number of visits, average time spent on the site, pages viewed). We use this data to monitor web interaction, analyze trends, improve performance and content, and study the needs of customers more closely. We also use this information to help diagnose and troubleshoot issues that you may incur with the site. This data is used for Internal purposes only and is never sold or shared with third parties for any purpose except as provided in this Privacy Policy.

## MANUAL PERSONAL DATA COLLECTION (CONTINUED)

### RETENTION OF YOUR DATA

FacilityConneX will hold your Data:

- for as long as we have reasonable business needs, such as managing an ongoing customer relationship with you
- for a future relationship with you, provided you have not requested the removal of your Data
- until you request for it to be deleted

### USE OF COOKIES

When you view one of our Web sites, we may store some data on your computer in the form of a “cookie” to automatically recognize your PC next time you visit. A cookie is a small piece of data that is sent to your Internet browser from a Web server and stored on your computer’s hard drive. A cookie can’t read data from your computer’s hard disk or read cookie files created by other Web sites. Cookies do not damage your system.

Cookies can help us in many ways:

- allow us to tailor a web site to better match your interests
- allow us to understand your preferences
- allow you to store your password to save time when you return to our web site
- allow us to aggregate site traffic to create a more pleasant customer experience in the future

If you do not wish to receive cookies, please configure your Internet browser to erase all cookies from your computer’s hard drive, block all cookies, or to receive a warning before a cookie is stored. If you choose not to accept these cookies, your experience at our Site and other Web sites may be diminished and some features may not work as intended.

### DISCLOSURE TO THIRD PARTIES

FacilityConneX is the sole owner of the web site and will use information gathered from the site for internal purposes as described in this Privacy Policy.

FacilityConneX will disclose personal information and/or an IP address, when required or permitted by law for the following reasons:

- To protect and defend the rights or property of the FacilityConneX network of sites and related properties, or visitors to the FacilityConneX network of sites and related properties,
- Identifying persons who may be violating the law, the FacilityConneX legal notice and Web site User Agreement, the rights of third parties, or otherwise misusing the FacilityConneX Network or its related properties,
- As necessary for filling a user’s order or request.

## SECURITY

To protect your personal data against accidental or unlawful destruction, loss or alteration and against unauthorized disclosure or access, FacilityConneX uses reasonable commercial efforts to secure its computer and networks systems.

We protect your data using technical measures to minimize the risks of misuse, unauthorized access, unauthorized disclosure, loss or theft, and loss of access. We take our data security very seriously. Therefore, the security mechanisms used to protect your data are monitored, logged, checked, and updated regularly to provide effective protection against abuse.

Manually entered Personal Data is not stored on the FacilityConneX web site but sent to Salesforce.com for storage and processing. Salesforce has security built into every layer of the Platform. The infrastructure layer comes with replication, backup, and disaster recovery planning. Network services has encryption in transit and advanced threat detection. Application services implement identity, authentication, and user permissions. There is an additional layer of trust with Salesforce Shield, including Platform Encryption, Event Monitoring, and Field Audit Trail. For additional information on Salesforce.com security, please contact Salesforce.com.

Despite our best efforts, however, security cannot be absolutely guaranteed against all threats. If you believe that the security of your data has been compromised, or if you would like more information on the measures we use to protect your data, please contact us at [support@facilityconnex.com](mailto:support@facilityconnex.com). If FacilityConneX believes that the security of your data has been compromised, we will notify you, as well as the applicable authorities, within 72 hours of the issue identification to inform you of the breach and the recommended actions.

If you choose not to have your personal data stored and used to support our customer relationship (e.g. email marketing, telemarketing, direct marketing or market research), we will respect your choice and you may decline these services at any time and your information will be deleted.

## COMPLIANCE WITH EU GDPR

To the extent that the FacilityConneX web site is used to collect, process or store personal data belonging to individuals located in, or employed by entities located in, the European Union ("EU Parties"), our handling of that data adheres to the European Union's General Data Protection Regulation (GDPR) provisions. Although we use reasonable efforts to verify the accuracy of data submitted by users of the FacilityConneX web site, users are expected to notify [support@facilityconnex.com](mailto:support@facilityconnex.com), when necessary, to ensure that their personal data is accurate, complete and current. We are committed to cooperating with data protection authorities located in Europe to resolve and remedy any disputes that arise regarding data connected to individuals located in (or employed by entities located in) Europe.

Salesforce.com has also committed to compliance with EU GDPR standards.

## MINORS

FacilityConneX does not sell products or services for purchase by children under the age of eighteen (“Minors”). FacilityConneX does not knowingly solicit or collect personal information from Minors, and FacilityConneX will not knowingly link to any third-party web site that solicits or collects personal information from Minors. If you believe that a Minor has disclosed personal information to FacilityConneX or that FacilityConneX has linked to such a third-party web site, please contact us at [support@facilityconnex.com](mailto:support@facilityconnex.com) so that the information and/or link can be removed.

## EXTERNAL LINKS

FacilityConneX’s web site contains links to third-party web sites. FacilityConneX is not responsible for the privacy practices or the content of such third-party Web sites or advertisers.

## QUESTIONS AND COMMENTS

FacilityConneX will respond to reasonable requests to review your personal data and to correct, amend or delete any inaccuracies. If you have any questions or comments about FacilityConneX’s Web Security and Privacy Policy (e.g. to review and update your personal data), please email us at [support@facilityconnex.com](mailto:support@facilityconnex.com) or call us direct at 1-888-830-0088. The FacilityConneX Cloud Administrator, who is appointed to ensure data protection compliance, will work with you to correct any inaccuracies or address any concerns.

## CONSENT

By using the FacilityConneX’s web site, you consent to the collection and use of information by FacilityConneX as specified above. We reserve the right to modify this policy. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.