

# FixStream Privacy Policy

FixStream respects your right to privacy. To provide you relevant information, respond to your requests, and increase the benefits you receive when visiting our website, we may collect information about you. We want you to feel secure when providing such information to us and this Privacy Policy is intended to inform you about the type(s) of information we gather and how we use it. The Privacy Policy applies to information we collect about you when you visit our website, [www.fixstream.com](http://www.fixstream.com) (the “website”), and information that we collect about you offline. Personal information collected offline to fulfill a separately negotiated contractual obligation will be governed by that contract, not this policy, in the event of a conflict. By visiting this website, or any of our services available through this website or offline (collectively, our “Services”), you agree that your personal information will be handled as described in this Privacy Policy. Your use of our website or Services, and any dispute over privacy, is subject to this Privacy Policy and our Terms of Use, including its applicable limitations on damages and the resolution of disputes. The Terms of Use are incorporated by reference into this Privacy Policy.

## Collection of Information

We collect information, including personal information, directly from you, automatically when you use our website and our Services, and, where permitted by law, through third party sources.

**Information We Collect Directly from You:** We collect information directly from you when you:

- Make a purchase;
- Complete an online registration form or request a demo/complementary trial;
- Register for events, user groups, training;
- Submit an inquiry or comments, including inquiries via this website, email, direct mail, phone, fax, or on one of our social networking pages;
- Use our Customer Portal including forums and other postings on the FixStream Community;
- Apply for an online job application;
- Otherwise contact us or use our website or Services.

The type of information that we collect from you will depend on your specific interaction with our website and our Services, and may include: your name, address, telephone number, email, and any other information that you choose to provide to us.

**Information We Collect Automatically as you Use our Website:**

We automatically collect the following information about your use of our website through cookies, web beacons, and other technologies: usage data, collected via Google Analytics and other third party service providers, such as IP address, web browser type/version, operating system and website visit information such as date, time and pages viewed, language preferences, and length of time on our website. We also will collect click-through information related to FixStream emails and banner advertisements.

Where permitted by applicable law, we may combine this data with other information we collect from and about you. Please see the section “Cookies” and our Cookie Policy for more information.

### Information Collected from Third Parties.

Where permitted by law, we may collect information from third parties.

## Use of Information

We use your information, including your personal information, for the following purposes:

- To provide our Services to you, to communicate with you about your use of our Services, to respond to your support needs and inquiries, and for other customer services purposes.
- For marketing and promotional purposes. In accordance with applicable law, FixStream will use personal information, such as name, title, company, and email or other address, to communicate special promotions, events and announcements, including through email.
- To assist us in determining relevant advertising channels both on our website, on third party websites, and through other channels, as well as to evaluate the success of our advertising campaigns.
- To tailor the content and information that we may send or display to you, to offer location customization, and personalized help and instructions, and to otherwise personalize your experiences while using the website.
- To better understand how users access and use our website and our Services, both on an aggregated and individualized basis, to improve our website and our Services, measure performance and activities on our website, to improve the website’s design and functionality, and for other research and analytical purposes, including research surveys.
- To investigate and prosecute suspected or actual security violations, violations of this policy, or our Terms of Use.
- To protect our rights and interests and the rights and interest of other visitors to this website, our employees, customers, or any other person or entity.
- For research and analytical purposes, including to assist us in evaluating and improving our products and offerings.

## Use of Information Collected through our Customer Portal

You may have the option of accessing your account through our Customer Portal. Except as otherwise required by law, we will use any information that you submit through the Customer Portal about your own end user customers for the purpose for which you provided the information to us.

### Information Sharing and Disclosure:

FixStream may share your information, including your personal information, with the following:

- **Affiliated Entities.** As permitted by applicable law, we may share your information with FixStream entities around the globe to assist us in provisioning Services to you (where applicable) and for their own marketing purposes, based on your location and the products of interest to you.
- **Distributors.** As permitted by applicable law, we may share your information with our authorized distributors who provide our products and services in your area.
- **Service Providers.** We may disclose the information we collect from you to third party vendors, service providers, contractors or agents who perform functions on our behalf. This may include our use of a third-party hosting company, which may store your information in the cloud.

We also disclose your information in the following circumstances:

- **Business Transfers.** If we are acquired by or merged with another company, if substantially all of our assets are transferred to another company, or as part of a bankruptcy proceeding, we may transfer the information we have collected from you to the other company.
- **In Response to Legal Process.** We also may disclose the information we collect from you to comply with the law, a judicial proceeding, court order, or other legal process, such as in response to a court order or a subpoena.
- **To Protect Us and Others.** We also may disclose the information we collect from you where we believe it is necessary to investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, violations of our Terms of Use or this Policy, or as evidence in litigation in which we are involved.
- **Aggregate and De-Identified Information.** We may share aggregate or de-identified information about users with third parties for marketing, advertising, research or similar purposes.

## Notice to Non-U.S. Users

FixStream is a U.S.-headquartered company with global operations, including with customers and distributors throughout the world. Accordingly, the information we collect may be stored and used in the USA. As stated above, FixStream also uses third party service providers, which might be located outside of your home country, for various functions, including to host information that you choose to provide to us. By providing information to us, whether via our website or offline, and without limitation to any other rights and obligations we may have, you are consenting to the transfer of information from your country of origin to any other country in which FixStream does business (including those with less adequate levels of protection). You acknowledge that your information may be subject to access by law enforcement and other government entities, including courts and tribunals, in accordance with laws applicable in those jurisdictions. Whether and the extent to which your information is transferred depends on the particular website that you visit, your interaction with our website and Services, and your relationship with FixStream. If you have any questions, please contact us.

## Cookies and Other Tracking Technologies

We and our third party service providers use cookies and other tracking technologies.

**Cookies.** A “cookie” is a small text file that is transferred to your browser and stores information about your interactions with a specific website. A cookie is then read by the Web server that placed it on your browser. It works as a sort of identification card, recording your preferences and recalling previously entered information. FixStream uses two types of cookies:

- A “**session**” cookie is temporary and is deleted once you close your browser. Session cookies are used to help a user’s browser navigate a website more smoothly and may show up if the user comes from a website with which the subsequent website has some relationship (e.g., the website of an affiliated company). Session cookies can also give helpful information.
- A “**persistent**” cookie is more permanent and is stored on the hard drive of your computer. Persistent cookies are used to customize a website for a user. They may store passwords, preferences, registration and account information so that users do not have to re-enter this information each time they visit the website.

FixStream uses both session and persistent cookies to collect and store information that allows us to offer better customer service and ensure easy navigation through our website. You have the option of setting your browser to reject cookies. In most cases, if you do not accept the cookie you are still able to use the site. Please note, however, that by not accepting cookies, you will limit the functionality we can provide you when you visit this site.

Clear GIFs, pixel tags and other technologies.

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), with our website to, among other things, track the activities of website visitors, help us manage content, and compile statistics about website usage. We and our third-party service providers also use clear GIFs in HTML e-mails to our customers, to help us track e-mail response rates, identify when our e-mails are viewed, and track whether our e-mails are forwarded.

**Third Party Analytics.** We use automated devices and applications, such as Google Analytics, to evaluate usage of our website. We also may use other analytic means to evaluate our services. We use these tools to help us improve our services, performance and user experiences. These entities may use cookies and other tracking technologies to perform their services.

## Do Not Track

Currently, our systems do not recognize browser do-not-track requests. Please see above for information about how to turn off the collection of cookies on your device.

## Opt-Out

FixStream provides the opportunity to opt-out of receiving its communications when you receive material from us.

## Links to Other Websites

FixStream may provide links to Internet sites maintained by others. FixStream does not review such third-party websites in their entirety and is not responsible for the contents of or any products or services offered by such third-party sites. FixStream encourages you to read the privacy statement of every website you visit whether the site is linked to our or not. FixStream provides these links to you as a convenience and the inclusion of any link does not imply our endorsement of the linked site or our acceptance of any responsibility that arises from your use of the site.

## Issue Resolution

Our goal is to respect your privacy. If you seek resolution to any privacy or data collection issue with FixStream, or have suggestions on how we can improve our policies, please contact us at [info@fixstream.com](mailto:info@fixstream.com).

FixStream may modify or update this Privacy Policy at any time without prior notice. We encourage you to check this Privacy Policy often so that you are aware of how we are protecting your personal information. Your continued use of this website constitutes your consent to the contents of this Privacy Policy.

## Contact/Address

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