



## Solitea, a.s. Online Services Privacy Statement

This privacy statement applies to the Solitea, a.s. online services and related offerings that display or link to this notice (the "Online Services").

**Many Online Services are intended for use by organizations. If you use an email address provided by an organization you are affiliated with, such as an employer or school, to access the Online Services, the owner of the domain associated with your email address may: (i) control and administer your Online Services account and (ii) access and process your data, including the contents of your communications and files. Your use of the Online Services may be subject to your organization's policies, if any. If your organization is administering your use of the Online Services, please direct your privacy inquiries to your administrator. Solitea, a.s. is not responsible for the privacy or security practices of our customers, which may differ from those set forth in this privacy statement.**

When you use social features of the Online Services, other users in your network may see some of your activity. To learn more about the social features and other functionality, please review documentation specific to the Online Service.

The Online Services enable you to purchase, subscribe to or use other products and online services from Solitea, a.s. or third parties with different privacy practices, and those other products and online services will be governed by their respective privacy statements and policies.

### Customer Data

Customer Data will be used only to provide customer the Online Services including purposes compatible with providing those services. For example, we may use Customer Data to provide a personalized experience, improve service reliability, combat spam or other malware, or improve features and functionality of the Online Services. Solitea, a.s. will not use Customer Data or derive information from it for any advertising or similar commercial purposes. "Customer Data" means all data, including all text, sound, video, or image files, and software, that are provided to Solitea, a.s. by, or on behalf of, you or your end users through use of the Online Service. Customer Data is not Administrator Data, Payment Data, or Support Data.

### Administrator Data

Administrator Data is information provided to Solitea, a.s. and third party – Microsoft during sign-up, purchase, or administration of the Online Services. Administrator Data includes the



name, address, phone number, and email address you provide, as well as aggregated usage information related to your account and administrative data, such as the controls you select, associated with your account. We use Administrator Data to provide the Online Services, complete transactions, service the account, and detect and prevent fraud.

We may use Administrator Data to contact you to provide information about your account, subscriptions, billing, and updates to the Online Services, including information about new features, security or other technical issues. We may also contact you regarding third-party inquiries we receive regarding use of the Online Services, as described in your agreement. You will not be able to unsubscribe from these non-promotional communications.

Subject to your contact preferences, we may also contact you regarding information and offers about other products and services, or share your contact information with Solitea, a.s. You may manage your contact preferences or update your information in your account profile.

Administrator Data may also include contact information of your colleagues and friends if you agree to provide it to Solitea, a.s. for the limited purpose of sending them an invitation to use the Online Services; we may contact those individuals with communications that may include information about you, such as your name and profile photo.

### **Payment Data**

Customers who make online purchases will be asked to provide information, which may include payment instrument number (e.g., credit card), name and billing address, the security code associated with the payment instrument, organizational tax ID, and other financial data ("Payment Data"). We use Payment Data to complete transactions, as well as to detect and prevent fraud. When you provide Payment Data while logged in, we will store that data to help you complete future transactions.

You may update or remove the payment instrument information associated with you by contacting customer support. After you close your account or remove a payment instrument, however, Solitea, a.s. may retain your payment instrument data for as long as reasonably necessary to complete transactions, to comply with Solitea, a.s. legal and reporting requirements, and to detect and prevent fraud.

### **Support Data**

Support Data is the information we collect when you contact or engage Solitea, a.s. for support. It includes information you submit in a support request or provide when you run an automated troubleshooter. It may also include information about hardware, software, and other details gathered related to the support incident, such as contact or authentication information, chat session personalization, information about the condition of the machine and the application when the fault occurred and during diagnostics, system and registry



data about software installations and hardware configurations, and error-tracking files. In addition to using Support Data to resolve your support incident, we use Support Data to operate, improve and personalize the products and services we offer.

Support may be provided through phone, email, or online chat. With your permission, we may use Remote Access ("RA") to temporarily navigate your machine or, for certain Online Services, you may add a support professional as an authorized user for a limited duration to view diagnostic data in order to resolve a support incident. Phone conversations, online chat sessions, or RA sessions with support professionals may be recorded and/or monitored.

Following a support incident, we may send you a survey about your experience and offerings. Some business customers may purchase enhanced support offerings. These offerings are covered by separate terms and notices.

### **Cookies & Similar Technologies**

Solitea, a.s. may use cookies (small text files placed on a device's hard disk by a web service) or similar technologies to provide the Online Services. For example, cookies and similar technologies such as web beacons may be used to store a user's preferences and settings, to gather web analytics, to authenticate users, and to detect fraud. In addition to the cookies Solitea, a.s. may set when you visit Solitea, a.s. sites, third parties that we have hired to provide certain services on our behalf, such as site analytics, may also set cookies when you visit Solitea, a.s. sites. To learn more about how to control cookies and similar technologies, please see your Internet browser's documentation. Choices you make regarding the use of cookies may impact your use of the Online Services.

### **Use of Subcontractors**

Solitea, a.s. may hire subcontractors to provide services on its behalf. Any such subcontractors will be permitted to obtain data from the Online Services only to deliver the services Solitea, a.s. has retained them to provide and will be prohibited from using data for any other purpose.

### **Disclosure of Data**

Solitea, a.s. will not disclose Customer Data outside of Solitea, a.s. or its controlled subsidiaries and affiliates except (1) as you direct, (2) with permission from an end user, (3) as described here or in your agreement(s), or (4) as required by law.

Solitea, a.s. will not disclose Customer Data to law enforcement unless required by law. Should law enforcement contact Solitea, a.s. with a demand for Customer Data, Solitea, a.s. will attempt to redirect the law enforcement agency to request that data directly from you. If compelled to disclose Customer Data to law enforcement, then Solitea, a.s. will promptly notify you and provide you a copy of the demand unless legally prohibited from doing so.

Solitea, a.s.  
Drobného 555/49, 602 00 Brno, Czech Republic, VAT: CZ010572377  
The Company is registered in the public register kept at the Regional  
Commercial Court in Brno, Section B, File 7072  
Establishment: Pod Vrškem 5360, 760 01 Zlín, Phone.: +420 577 113 111  
[www.solitea.cz](http://www.solitea.cz), e-mail: [info.api@solitea.cz](mailto:info.api@solitea.cz)



Upon receipt of any other third party request for Customer Data (such as requests from customer's end users), Solitea, a.s. will promptly notify you unless prohibited by law. If Solitea, a.s. is not required by law to disclose the Customer Data, Solitea, a.s. will reject the request. If the request is valid and Solitea, a.s. could be compelled to disclose the requested information, Solitea, a.s. will attempt to redirect the third party to request the Customer Data from you.

Except as customer directs, Solitea, a.s. will not provide any third party: (1) direct, indirect, blanket or unfettered access to Customer Data; (2) the platform encryption keys used to secure Customer Data or the ability to break such encryption; or (3) any kind of access to Customer Data if Solitea, a.s. is aware that such data is used for purposes other than those stated in the request.

In support of the above, Solitea, a.s. may provide your basic contact information to the third party. We will not disclose Administrator Data, Payment Data or Support Data outside of Solitea, a.s. or its controlled subsidiaries and affiliates except (1) as you direct, (2) with permission from an end user, (3) as described here or in your agreement(s), or (4) as required by law. We may share Administrator Data or Payment Data with third parties for purposes of fraud prevention or to process payment transactions.

The Online Services may enable you to purchase, subscribe to, or use services, software, and content from companies other than Solitea, a.s. ("Third Party Offerings"). If you choose to purchase, subscribe to, or use a Third Party Offering, we may provide the third party with your Administrator Data or Payment Data. Subject to your contact preferences, the third party may use your Administrator Data to send you promotional communications. Use of that information and your use of a Third Party Offering will be governed by the third party's privacy statement and policies.

## **Security Security**

Solitea, a.s. is committed to helping protect the security of your information. We have implemented and will maintain appropriate technical and organizational measures intended to protect your information against accidental loss, destruction, or alteration; unauthorized disclosure or access; or unlawful destruction.

## **Preview Releases**

Solitea a.s.. may offer preview, beta or other pre-release features and services ("Previews") for optional evaluation. Previews may employ lesser or different privacy and security measures than those typically present in the Online Services. We may contact you to obtain your feedback about the Preview or your interest in continuing to use it after general release.

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Establishment: Pod Vrškem 5360, 760 01 Zlín, Phone.: +420 577 113 111  
[www.solitea.cz](http://www.solitea.cz), e-mail: [info.api@solitea.cz](mailto:info.api@solitea.cz)



### **Changes to this Privacy Statement**

We will occasionally update our privacy statements to reflect customer feedback and changes in our Online Services. When we post changes to a statement, we will revise the “last updated” date at the top of the statement. We encourage you to periodically review the privacy statements for the products and services you use to learn how Solitea, a.s. is protecting Online Services information.

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