

# The Cloud Connectors Privacy Policy

## Introduction

The Cloud Connectors, Inc. (“The Cloud Connectors”, “we”, “us”, “our”) provides a platform through a Software as a Service (SaaS) model, accessed via web browser. At The Cloud Connectors, we are committed to protecting your privacy and the data you share with us. This privacy policy explains how The Cloud Connectors processes information that can be used to directly or indirectly identify an individual (“Personal Data”) collected through use of its website and platform in accordance with the applicable regulation and standards identified in this Privacy Policy (such as GDPR, for example).

For the purposes of this policy, The Cloud Connectors defines the term “client” as an entity with which The Cloud Connectors has an established relationship, the term “Participant” as any individual who responds to marketing campaigns by The Cloud Connectors or who is included as a contact in a client’s account, and the term “Visitor” as an individual that visits our front-end website (for example <https://thecloudconnectors.com/>).

Any information stored on our platform is treated as confidential. All information is stored securely and is accessed by authorized personnel only. The Cloud Connectors implements and maintains appropriate technical, security and organizational measures to protect Personal Data against unauthorized or unlawful processing and use, and against accidental loss, destruction, damage, theft or disclosure.

## Information We Collect On Our Corporate Website

In general, you may visit The Cloud Connectors’ website, <https://thecloudconnectors.com/>, without providing us with any directly identifiable personal data. However, we may collect indirectly identifiable (pseudonymous) information from you, which includes your IP address used to track unique visits to our site for analytic purposes. In order to grant you access to protected and secure resources we may collect your full name, postal address and email address, to fulfill your requests for information including white papers, allow you to download updates to our products, or participate in feedback surveys. In other instances, we may ask you to provide us with information such as your product interests so that we can send you only the information that is useful to you, including articles, newsletters, product and service alerts, new product and service announcements and event invitations. When we collect your personal data, we will inform you as to why we are asking for information and how the information will be used. However, please note that providing directly identifiable personal data is optional. When you receive your confirmation email or when you receive any email from The Cloud Connectors, you will be given instructions on how to remove yourself from the list.

## Grounds For Using Data

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### The Cloud Connectors as Processor

When providing our software and providing The Cloud Connectors services to our corporate clients, The Cloud Connectors acts as a Data Processor. We need to collect and use personal data to enter into a contract with a client or to fulfill our contractual obligations. We may also use such data for our legitimate business interests to administer our platforms, provide access to interfaces and features, and to enforce our acceptable use policies and terms of service.

To the extent our clients need to collect and share and allow us to process personal data of their employees and customers to enable our services, we will rely upon our clients to provide necessary privacy notices and to obtain required consents.

### The Cloud Connectors as a Controller

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When administering our website and other digital properties (such as login portals) The Cloud Connectors acts as a Controller. We rely upon our legitimate business interests to collect and use personal data to improve our website and content, to optimize your website experience, and to use the business contact information you provide us to enter into a contract with you and to deliver information regarding our business relationship. With your consent we may also use the personal data described in this privacy policy for electronic marketing and message personalization, which may also include collecting technical information about your mobile device or computer. You may withdraw your consent at any time by using the opt-out mechanisms provided within The Cloud Connectors emails, or by contacting us using the contact information provided below.

## Information Sharing

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### Website Activity

If you are a Visitor to our website only, and not a client of our platform or Participant, then this section is relevant for you.

By visiting this website, you consent to the collection and use of your Personal Data as described herein. If you do not agree with the terms set out herein, please do not visit this website. If required by applicable law, we will seek your explicit consent to process Personal Data collected on this website or volunteered by you. Kindly note that any consent will be entirely voluntary. However, if you do not grant the requested consent to the processing of your Personal Data, the use of this website may not be possible.

The Cloud Connectors may collect, record and analyze information of Visitors to its website. We may record your IP address and use cookies. The Cloud Connectors may add information collected by way of page view activity. Furthermore, The Cloud Connectors may collect and process any Personal Data that you volunteer to us in our website's forms, such as when you register for events or sign up for information and newsletters. If you provide The Cloud Connectors with your social media details, The Cloud Connectors may retrieve publicly available information about you from social media.

Such Personal Data may comprise your IP address, first and last name, your postal and email address, your telephone number, your job title, data for social networks, your areas of interest, interest in The Cloud Connectors products, and certain information about the company you are working for (company name and address), as well as information as to the type of relationship that exists between The Cloud Connectors and yourself.

The Cloud Connectors gathers data about visits to the website, including numbers of Visitors and visits, Geo-location data, length of time spent on the site, pages clicked on or where Visitors have come.

## Cookies

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We, our service providers, and/or non-affiliated third parties, may use “cookies” or similar technologies such as “pixel tags” on our digital properties. We and our partners use cookies or similar technologies in order to analyze trends, administer the websites, and track users’ movements around our digital properties. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our website or service.

We use these technologies with our website visitors in a de-identified fashion. We may also use third party analytics and marketing integration services such as those by Google, to help us track and optimize our website performance and client-facing marketing. These third parties may also use both cookies and pixels to help us better manage content on our site by informing us what content is effective. These third parties are prohibited from using collected data for any purpose other than as a service provider to us.

## Security and Retention

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The Cloud Connectors takes commercially reasonable steps to ensure the ongoing confidentiality, integrity, availability and resilience of our systems and services processing your personal data.

Notably, we implement comprehensive antivirus, anti-spam, and spyware protection for the servers along with an intrusion detection system, robust firewalls and alerts system in place.

## Access and Your Right to Privacy

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If you are our Client or prospect, you have enhanced rights under the GDPR. You may access, correct or request deletion of your personal data.

The Cloud Connectors abides by the Data Subject Rights requests referenced within GDPR Articles 13-22 with respect to:

- Right to be informed (about processing activities and applicable rights)
- Right to access data (or obtain data being processed)
- Right to rectify information (when outdated or incorrect)
- Right to erasure (and to be publicly forgotten)
- Right to object to processing (particularly activities based on consent)
- Right to restrict processing (when processing is deemed to be unlawful)

- Right to data portability (between proprietary systems in a common format)
- Rights related to automated decision making (including decisions based on profiling activities)

The Cloud Connectors has put into place operational processes to comply with all Data Subject Rights requests within 30 days when received, however we may need to verify certain Personal data fields to ensure we act upon the correct data.

If your business contact information changes, or if you would like to modify or remove your details, or to exercise your other rights, please contact [info@thecloudconnectors.com](mailto:info@thecloudconnectors.com).

Additionally, The Cloud Connectors is required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

## Notification of Changes

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The Cloud Connectors reserves the right to update or change this Privacy Policy from time to time.

Changes will be posted on this page. If we make a material change to our privacy practices, we will provide notice on the site or by other means as appropriate.

## Contact

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If you have any questions, please feel free to contact: [info@thecloudconnectors.com](mailto:info@thecloudconnectors.com).

## DPO Information

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To contact The Cloud Connectors' Data Protection Officer, please reach out to [DataProtectionOfficer@thecloudconnectors.com](mailto:DataProtectionOfficer@thecloudconnectors.com).

The Cloud Connectors believes that your data rights are important – to view The Cloud Connectors' commitment to the General Data Protection Regulation (GDPR), please [click here](#).

Effective: March 5, 2019

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## The Cloud Connector's GDPR Commitment

### Our Commitment to Protecting Your Data

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At The Cloud Connectors we are committed to working with our customers to understand the General Data Protection Regulation (GDPR). The GDPR introduces enhanced data privacy laws to match the evolving technological landscape. These changes came into effect on May 25, 2018. Besides strengthening and standardizing data privacy across the EU nations, it requires new or additional obligations on all organizations that handle EU citizens' personal data, regardless of where the organizations themselves are located. This page explains our approach to achieve GDPR compliance.

### Preparing for the GDPR

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Our team has working diligently to ensure that The Cloud Connectors is aligned with the new regulation. Measures to achieve this include:

- Working with an external security advisory organisation.
- Continuing to invest in our security infrastructure.
- Making sure we have the appropriate contractual terms in place.
- Ensuring we can support international data transfers by executing Standard Contractual Clauses through our updated Data Processing.
- Confirming our policies include new tools for data portability and data management where necessary.
- Ensuring that under all circumstances user consent for data processing meets the new requirements.
- Reviewing breach notification procedures.
- Reinforcing all data protection and retention processes.

The Cloud Connectors will continue to monitor the guidance around GDPR compliance from official government regulatory bodies and will adjust our plans accordingly if any changes occur.

### Our Security Infrastructure and Certifications

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Protecting our customers' information privacy is very important to us. Because we offer cloud-based products and are entrusted with some of our customers' most valuable data, we have set high standards for security. We're currently investing in several security certifications such as SOC 2.

The Cloud Connectors has invested in building a robust security team. In accordance with GDPR requirements around security incident notifications, The Cloud Connectors will continue to meet its obligations and offer contractual assurances.

## Data Portability Solutions and Data Management Tools

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Customers have requested tools to help them comply with the GDPR. We understand our customers concerns and we are looking to offer data portability and personal data tools that assist with data exports. Information about the features and functionalities of these tools will be shared with you as it becomes available.

## Stay Updated

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Fulfilling our privacy and data security commitments is important to us. This page will be revised to reflect GDPR-related information as it becomes available. Please get in touch if you have any questions related to how The Cloud Connectors is becoming compliant with the GDPR.

## Contact

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[info@thecloudconnectors.com](mailto:info@thecloudconnectors.com)

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