

FliQ Oy – Privacy Policy

Introduction

This Privacy Policy explains what information FliQ Oy collect about you and why, what we do with that information, how we share it, and how we handle the content you place in our products and services.

Scope of Privacy Policy

This Privacy Policy applies to the information that we obtain through your use of our products or services or when you otherwise interact with Fliq.

By registering for or using our Services you consent to the collection, transfer, processing, storage, disclosure and other uses described in this Privacy Policy.

Definitions

For the purposes of this Policy

- “Fliq Services” means Fliq Websites and Products, and Downloadable Products.
- “Content” means any electronic information or data that you upload, submit, post, create, transmit, store or display in an Fliq Service.
- “Downloadable Products” means Fliq mobile applications.
- “Information” means all of the different forms of data, content, and information collected by us as described in this Privacy Policy.
- “Personal Information” means information that may be used to readily identify or contact you as an individual person, such as: name, address, email address, or phone number. Personal Information does not include information that has been anonymized such that it does not allow for identification of specific individuals.
- “SaaS Products” means Fliq hosted software solutions
- “Websites” means Fliq's websites, including but not limited to Fliq.fi and any related websites, sub-domains and pages.

Changes to our Privacy Policy

We may change this Privacy Policy from time to time. If we make any changes, we will notify you by revising the "Last Updated" date at the top of this Privacy Policy and, in some cases, where appropriate we may provide you with additional notice (such as adding a statement to the login screen or sending you an email notification). You can review our latest Privacy Policy by accessing it via a link on the Fliq.fi website.

If you disagree with any changes to this Privacy Policy, you will need to stop using Fliq Services and deactivate your account(s).

Information you provide to us

We collect the following information:

- **Account and Profile Information:** We collect information about you and your company as you register for an account, create or modify your profile, make purchases through, use, access, or interact with Fliq Services (including but not limited to when you upload, download, collaborate on or share Content). Information we may collect includes but is not limited to your name, username, email address, phone number, or credit card details. You may provide this information directly when you enter it in Fliq Services, or in some cases another user (such as a system administrator) creating an account on your behalf may provide it (most commonly when your company requests that you use our products). If you are providing information (including Personal Information) about someone else, you confirm that you have the authority to act for them and to consent to the collection and use of their Personal Information as described in this Privacy Policy.
- **Content:** We collect and store Content that you create, input, submit, post, upload, transmit, store or display in the process of using our SaaS Products or Websites. Such Content includes any system generated information by the Fliq Services.
- **Other submissions:** We may collect other data that you submit to our Websites or as you participate in any interactive features of the Fliq Services, participate in a survey, contest, promotion, activity or event, request customer support, communicate with us via third party social media sites or otherwise communicate with us. For example, information regarding a problem you are experiencing with an Fliq Service could be submitted to our Support Services.
- **Demo account:** Any information, including Personal Information, that you submit to our demonstration account could be visible to other Fliq users.

Information we collect from your use of Fliq Services

- **Web Logs:** As is true with most websites and services delivered over the Internet, we gather certain information and store it in log files when you interact with our Websites and SaaS Products. This information includes internet protocol (IP) addresses as well as browser type, internet service provider, URLs of referring/exit pages, operating system, date/time stamp, information you search for, locale and language preferences, identification numbers associated with your Devices, your mobile carrier, and system configuration information.

In the case of our SaaS Product, the web service requests sent to our servers include usernames as well as elements of Content (such as Fliq organisation and equipment keys, project keys, job details) as necessary for the SaaS Product to perform the requested operations. Occasionally, we connect Personal Information to information gathered in our log files as necessary to improve Fliq Services for individual customers.

Analytics Information from Website and SaaS Products:

We collect and store analytics information when you use our Websites and SaaS Products to help us improve our products and services.

In the SaaS Products, this analytics information consists of the feature and function of the Fliq Service being used, the username and IP address of the individual who is using the feature or function (which will include Personal Information if the Personal Information was incorporated into the username) and additional information required to provide the service requested.

Analytics Information Derived from Content:

Analytics information also consists of data we collect as a result of running queries against Content across our user base for the purposes of generating Anonymous Usage Data. "Anonymous Usage Data" is aggregated data about a group or category of services, features or users that does not contain Personal Information. For example, we may query Content to determine the most common types of equipments that customers use, or we may query Content to determine the common fault types and frequency patterns of certain web service calls in order to better understand the composition of our user base and help us improve our products and services.

Cookies and Other Tracking Technologies:

We use various technologies to collect information, including cookies that we save to your computer or mobile device. Cookies are small data files stored on your hard drive or in device memory. We use cookies to improve and customize Fliq Services and your experience; to allow you to access and use the Websites or SaaS Products without re-entering your username or password; and to count visits and understand which areas and features of the Websites and SaaS Products are most popular. If you do not accept cookies, you will not be able to use our SaaS Products.

We may also collect information using web beacons (also known as "tracking pixels"). Web beacons are electronic images that may be used in our Websites or SaaS Products or in emails that help us to deliver cookies, count visits, understand usage and campaign effectiveness and determine whether an email has been opened and acted upon.

How we use Information we collect

General Uses. We use the information we collect about you (including Personal Information to the extent applicable) for a variety of purposes, including to:

- Provide, operate, maintain, improve, and promote Fliq Services
- Enable you to access and use Fliq Services, including uploading, downloading, collaborating on and sharing Content
- Process and complete transactions, and send you related information, including purchase confirmations and invoices
- Communicate with you, including responding to your comments, questions, and requests; providing customer service and support; providing you with information about services, features, surveys, newsletters, offers, promotions, contests and events; providing other news or information about us and our select partners; and sending you technical notices, updates, security alerts, and support and administrative messages. Generally, you have the ability to opt out of receiving any promotional communications as described below under "Your Preferences"
- Monitor and analyze trends, usage, and activities in connection with Fliq Services and for marketing or advertising purposes;
- Investigate and prevent fraudulent transactions, unauthorized access to Fliq Services, and other illegal activities;

- Personalize Fliq Services, including by providing content, features, or advertisements that match your interests and preferences;
- Enable you to communicate, collaborate, and share Content with users you designate; and For other purposes about which we notify you.
- Notwithstanding the foregoing, we will not use Personal Information appearing in our Analytics Logs or Web Logs for any purpose.

Compiling aggregate analytics information: We make extensive use of analytics information (including log and configuration data) to understand how our SaaS products are being configured and used, how they can be improved for the benefit of all of our users, and to develop new products and services. As such we generate Anonymous Usage Data (as defined above) from the web logs and analytics logs described above, including the Content elements captured in such logs, as well as from the Content stored in the Websites and SaaS Products.

Information sharing and disclosure

We will not share or disclose any of your Personal Information or Content with third parties except as described in this policy. We do not sell your Personal Information or Content.

- Your use: When you use Fliq Services, Content you provide will be displayed back to you.
- Collaboration: As a natural result of using Fliq Services, you may create Content and grant permission to other Fliq users to access it for the purposes of collaboration. Some of the collaboration features of Fliq Services display your profile information, including Personal Information included in your profile, to users with whom you have shared your Content. Where this information is sensitive, we urge you to use the various security and privacy features of the Fliq Services to limit those who can access such information.

Access by your system administrator: You should be aware that the administrator of your instance of Fliq Services may be able to:

- access information in and about your Fliq Services account;
 - disclose, restrict, or access information that you have provided or that is made available to you when using your Fliq Services account, including your Content; and
 - control how your Fliq Services account may be accessed or deleted.
- Fliq Community: Our Websites offer publicly accessible community services such as blogs, forums, bug trackers, and wikis. You should be aware that any Content you provide in these areas may be read, collected, and used by others who access them. Your posts may remain even after you cancel your account.
- Service Providers, Business Partners and Others: We work with third party service providers to provide website, application development, hosting, maintenance, back-up, storage, virtual infrastructure, payment processing, analysis and other services for us. These third parties may have access to or process your Information as part of providing those services for us.

Third Party Cookies and Tracking Technologies.

When you visit Fliq Websites, third parties such as our advertising partners and analytics providers use cookies, web beacons, and other technologies to collect information about your online activities over time and across different websites or online services. You may be able to opt out of receiving personalized advertisements as described below under “Your Preferences.” When you use our SaaS Products, we allow our analytics provider to collect the information described above under the heading Analytics Information from Website and SaaS Products. Our analytics provider may collect information about your activities over time and across different online services.

Compliance with Laws and Law Enforcement Requests

Protection of Our Rights: We may disclose your Information (including your Personal Information) to a third party if (a) we believe that disclosure is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request, (b) to enforce our agreements, policies and terms of service, (c) to protect the security or integrity of Fliq's Products and Services, (d) to protect Fliq, our customers or the public from harm or illegal activities, or (e) to respond to an emergency which we believe in the good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person.

Business Transfers: We may share or transfer your information (including your Personal Information) in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

Aggregated or Anonymized Data: We may also share aggregated or anonymized information that does not directly identify you with the third parties described above.

With Your Consent. We will share your personal information with third parties when we have your consent to do so.

Information we do not share

We do not share Personal Information about you with third parties for their marketing purposes (including direct marketing purposes) without your permission.

Data storage, transfer and security

Fliq hosts data with hosting service providers in numerous countries including the United Kingdom, Finland, United States and Australia. The servers on which Personal Information is stored are kept in a controlled environment. While we take reasonable efforts to guard your Personal Information, no security system is impenetrable and due to the inherent nature of the Internet as an open global communications vehicle, we cannot guarantee that information, during transmission through the Internet or while stored on our systems or otherwise in our care, will be absolutely safe from intrusion by others, such as hackers. In addition, we cannot guarantee that any passively-collected Personal Information you choose to store in Websites or SaaS Products are maintained at levels of protection to meet specific needs or obligations you may have relating to that information.

Where data is transferred over the Internet as part of a Website or SaaS Product, the data is encrypted using industry standard SSL (HTTPS).

Your Preferences

You may opt out of receiving promotional communications from Fliq by updating your communication preferences in Fliq application, or emailing us to have your contact information removed from our promotional email list or registration database. Even after you opt out from receiving promotional messages from us, you will continue to receive transactional messages from us regarding Fliq's Services.

Compliance with privacy laws and regulations

You agree not to use the Fliq Services in a manner that would violate laws protecting an individual's privacy rights, health or financial data.

Our policy towards children

Fliq Services are not directed to individuals under 13. We do not knowingly collect Personal Information from children under 13. If we become aware that a child under 13 has provided us with Personal Information, we will take steps to delete such information. If you become aware that a child has provided us with Personal Information, please contact our Support Services.

International users

If you are visiting from the United States, Australia, European Union or other regions with laws governing data collection and use, please note that you are agreeing to the transfer of your Personal Information to us. By providing your Personal Information, you consent to any transfer and processing in accordance with this Policy.