

## **ARMOUR IT SOLUTIONS LTD PRIVACY POLICY**

### **General**

It is Armour IT Solutions Ltd's policy to ensure that customer information is kept private and secure at all times and treated in the strictest of confidence. We do not sell or rent any information gathered about customers (whether gathered on line or via our normal working relationship) without your express permission.

Whenever you give us personal data, you are consenting to its collection and use in accordance with this privacy policy.

### **What personal data do we collect?**

We may collect personal data such as your name, company position, address, telephone number, mobile number, email address, age, IP address, and account usernames.

### **How do you use my personal data?**

If you provide personal data to us, we will collect that information and use it for the purposes for which you have provided it and in accordance with this privacy policy.

### **Browsing our site**

Every time you connect to the site, we store a log of your visit that shows the unique identifier of your machine. This tells us what your machine has looked at, whether the page request was successful or not and which browser your machine used to view the pages. This data is used for statistical purposes as well as to help customise the user experience as you browse the Site and subsequently interact with Armour IT Solutions Ltd and our vendor partners. This helps us to understand which areas of the site are of particular interest, which pages are not being requested, and how many people are visiting the site in total. It also helps us and our partners to determine which products and services may be of specific interest to you. We may attempt to contact you through these details if necessary, including, without limitation, when you are using the wrong paths to access the site or are breaching restrictions on the use of the site. We may also use this information to block IP addresses where there is a breach of the Terms and Conditions for use of the site.

## **Cookies**

A cookie is a piece of text that gets entered into the memory of your browser by a website, allowing the website to store information on your machine and later retrieve it. We use cookies to ensure that we give you the best experience on our website.

## **Account management**

If you obtain products or services from us, we may use your contact details for the purposes of (i) providing training, customer support and account management, (ii) order processing and billing, (iii) verifying your usage of the products and services in accordance with the terms and conditions of your agreement with us, (iv) carrying out end user compliance checks for export control purposes; (v) issuing license expiry, renewal and other related notices; and (vi) maintaining our company accounts and records.

## **Product and service related data**

We may collect the following types of information: (i) browser type, browser version, and operating systems being used; (ii) page load times; (iii) customer username; and (iv) IP address of the machine undertaking that session.

We may use such information for purposes which include but are not limited to:

- providing the products/services and any associated maintenance and technical support;
- providing incident and other alerts, and information about product upgrades, updates, renewals and product lifecycle changes;
- providing maintenance and technical support;
- providing information about product upgrades, updates and renewals;
- generating logs, statistics and reports on service usage, and service performance;
- evaluating, developing and enhancing products, services, and our infrastructure;
- planning development roadmaps and product lifecycle strategies;

Certain services may include features that collect additional personal data for other purposes, as described below. For detailed information, please also refer to the applicable product or service description.

## **Marketing and promotions**

We (or other selected third parties acting on our behalf) may contact you from time to time in order to provide you with information about products and services that may be of interest to you. All marketing emails that we send to you will follow the email guidelines described below. You have the right to ask us not to process your personal data for marketing purposes, but if you do so, we may need to share your

contact information with third parties for the limited purpose of ensuring that you do not receive marketing communications from them on our behalf.

### **Email communications**

We adhere to the following guidelines in relation to our email communications:

- emails will clearly identify us as the sender;
- emails sent to you for marketing purposes will include an option to unsubscribe from future email messages;
- you may unsubscribe from all mailing lists, with the exception of any emails regarding legal notices, invoicing, or license renewals;
- any third parties who send emails on our behalf will be required to comply with legislative requirements on unsolicited emails and the use of personal data;

We send emails from a number of different domains in both plain text and HTML email formats. Emails are usually sent using sender email addresses at: @armouritsolutions.com

If you receive an email which claims to come from us but does not use these domains, or if you are suspicious that an email may not be approved by us, then please send a copy of the email to [info@armouritsolutions.com](mailto:info@armouritsolutions.com) so we can investigate.

### **With whom might we share your personal data?**

Armour IT Solutions Ltd provides products and services from many partners with global operations. When you give us personal data, that data may be used, processed or stored anywhere in the world, including countries outside the EEA.

We may also pass your personal data to suppliers, service providers, subcontractors, agents, distributors, vendors and other partners, some of whom may be located outside the EEA, in order to provide you with the information, products and services that you requested or otherwise for the purposes described in this privacy policy.

In the event that we receive requests from government departments, agencies or other official bodies, we will only disclose your information if and to the extent that we believe we are legally required to do so (for example, but without limitation, upon receipt of a court order, warrant, subpoena or equivalent).

Except as set out above, we will not disclose your personal data save where we need to do so in order to enforce our rights.

Whenever we share personal data, we take all reasonable steps to ensure that it is treated securely and in accordance with this privacy policy.

**Links**

This privacy policy applies to personal data collected by us. If an email or Site contains links to a third party site, please be aware that we are not responsible for the content or privacy practices of such site. We encourage our users to be aware when they leave our Site, and to read the privacy policy of other sites that collect personal data.

**Security**

We endeavour to hold all personal data securely in accordance with our internal security procedures and applicable law.

Unfortunately, no data transmission over the Internet or any other network can be guaranteed as 100% secure. As a result, while we strive to protect your personal data, we cannot ensure and do not warrant the security of any information you transmit to us, and this information is transmitted at your own risk.

If you have been given log-in details to provide you with access to certain parts of our Site (contact us for example), you are responsible for keeping those details confidential.