Privacy Policy

Last Updated: 07/21/2023

Introduction

Eclipz.io, Inc. ("**Eclipz**", "**our**," "**we**," or "**us**") respects your privacy. This Privacy Policy covers Eclipz's treatment of information collected when you use or access the Eclipz Adapter application and its features and related services ("**App**").

We know that you care about how your personal information is used and shared. This Privacy Policy provides details of the way in which the App collects, uses, and discloses your personal information.

Eclipz's Limitation of Liability

The Eclipz Adapter application is a software client, used to access core Eclipz Secure Data Transport (SDT) services administered by specific Eclipz partner companies ("**Your Company**"). It is for this reason that this document only covers details of how the Eclipz Adapter application and core Eclipz SDT services collect and manage data, and it does not specify details about their treatment by Your Company. Please reach out to the administrator of your core Eclipz SDT system to find out more about concrete data processing.

Collected and Used Information

The App collects and uses your personal information in order to provide you with the App or for any other reason for which we collected the personal information.

The following table explains the types of information the App collects and how it uses it. These categories of personal information and data may collectively be referred to as "**Your Information**."

Category	Examples	How we use Your Information
Identifiers	Your SDT profile and email address.	To create your SDT profile. To provide you with your SDT profile. To connect to your available secure tunnels.
Account-related data	The password for your SDT profile.	To connect to your available secure tunnels.
Automatically Collected Information (as detailed below)	Device model and operating system. Logs generated by the SDT software. Network statistics.	Statistics monitoring and troubleshooting.

The App will not collect additional categories of personal information or use Your Information it collected for materially different, unrelated, or incompatible purposes unless we first notify you, as required by applicable data privacy laws. **Although you may transmit data through our App, we do not have the ability to view such data that is transmitted.**

The App collects Your Information:

- directly from you when you provide it, such as when you use the App, scan a QR code or open a provisioning file in relation to the App, or send a problem report and
- automatically, such as when you use the App. Information collected automatically may include usage details and event logs, as more fully explained below.

By voluntarily providing the App with any such information, you are consenting to the use of it in accordance with this Privacy Policy and the Data Protection policies of Your Company. You can choose not to provide the App with certain information, but then you may not be able to take advantage of many features or opportunities.

Automatically Collected Information

When using the App, the core Eclipz SDT solution automatically receives and records information, including your device model and operating system and connection statistics relating to the App (such as start time, duration, end time, number of transferred bytes, number of received bytes, and IP address). If you report a problem within the App, Your Company will receive information in the application logs relating to system events. Your Company may store such information itself or such information may be included in databases owned and maintained by Your Company, agents, or service providers. This information may be used to improve the App or to communicate with you about reported problems. Your Company may make use of this data at an aggregated level in order to understand, among other things, how the App is being used. Your Company may share this aggregate data with its agents and business partners.

Data Ownership

The App is a client/endpoint application that enables you access to Eclipz SDT services (core system), hosted and managed by Your Company, which is a partner of Eclipz.

Data collected by the App belongs to you and Your Company. Eclipz does not access data collected by the App, unless Eclipz is instructed by Your Company to provide technical support, and Eclipz may not link such data to persons' identities in such cases.

Your Company may use and/or disclose Your Information to take any action in any case of dispute, or legal proceeding; to prevent and remediate fraud, misappropriation, infringements, identity theft, cyber-attacks and other illegal activities and misuse of the App; and to comply with certain lawful requests and orders of law enforcement agencies and authorities. In addition, Eclipz or Your Company may transfer Your Information to a successor entity upon a merger, consolidation, or other corporate reorganization in which Eclipz or Your Company participates or to a purchaser or acquirer of all, or substantially all, of Eclipz's or Your Company's assets to which the App ("**Successors**") relates and to potential Successors and their legal counsel through the diligence process for such an acquisition.

Children's Privacy

The App is not directed at children and is for business users. Eclipz does not knowingly collect information from children under the age of 13. If you are under the age of 13, please do not submit any personal information through our App. We encourage parents and legal guardians to monitor their children's Internet usage and to help enforce our Privacy Policy by instructing their children never to provide personal information on our App without their permission.

If you have reason to believe that a child under the age of 13 has provided personal information to Your Company through our App, please contact Your Company to delete that information from their databases.

Who We Share Your Information With

Neither Eclipz nor its products share Your Information with any third parties. Shall this change in the future, sharing of Your Information may only happen with your consent of a new version of this Privacy Policy. We require Your Company to do so as well.

Your Rights

Certain data protection laws provide users with certain rights over how their personal information is used by companies. Consistent with these laws, Eclipz enables Your Company to access Your Information and correct Your Information if it is inaccurate, as required by applicable privacy laws.

If you would like to exercise any of your rights, contact Your Company's support.

At any time, you may, subject to applicable laws:

- **Decline to Submit Information:** You may, of course, decline to submit personal information through the App, in which we may not be able to provide certain services to you.
- **Correct and Access Your Information:** You may have the right to access and/or correct Your Information, subject to applicable law. If you believe Your Information is incomplete or inaccurate, or if you would like access to Your Information, you may request correction or access by contacting Your Company's support.

Security

Eclipz and Your Company have implemented security measures (including physical, electronic, and procedural measures) designed to help safeguard Your Information from unauthorized access and disclosure. However, no system can be completely secure. Therefore, although we take steps to secure Your Information, we do not promise, and you should not expect, that Your Information or other communications will always remain secure. Users should also take care with how they handle and disclose their information and should avoid sending their information through insecure networks.

Using Eclipz SDT Globally

Except for jurisdictions that require licenses for VPN software, the use of Eclipz software is not bound to any specific jurisdiction. Eclipz only has control over collection and storage of data by its software on the device on which it is executed. Eclipz does not control in any way the infrastructure used for hosting Eclipz SDT services, and neither does Eclipz have control over actions performed with stored data that Your Company has access to. Your Company is responsible for physical storage of data collected by Eclipz software, and it is Your Company's responsibility to comply with data residency laws that apply to the jurisdiction from which you are accessing Eclipz SDT services. Eclipz does not provide the means for transferring, storing, or processing data generated by the Eclipz SDT services at Your Company. However, Your Company is authorized to share Your Information with Eclipz for troubleshooting purposes, in which cases data shared with Eclipz may be stored and processed in the United States where our servers are located. In such use cases, Your Information shared with Eclipz is not associated to your personal identity in any way.

Privacy Policy Changes

As Eclipz continues to grow, the manner in which we process data will evolve over time. We will update this Privacy Policy from time to time to reflect changing practices and, for any material

changes, we will notify Your Company's administrator via email and you by posting a notification within the App.

Further Information and Complaints

For further information about this Privacy Policy and/or our use of Your Information, please contact us using the information provided below.

Should you have a complaint, we request that you contact Your Company to give them the opportunity to address any concerns that you may have.

Our Contact Information

You may contact us at:

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