

Privacy Policy

Effective: March 18, 2022

Square 9 Softworks (“Square 9” or “we”) is committed to protecting consumer privacy online. Square 9 Softworks has created this privacy statement to demonstrate its firm commitment to secure and trustworthy Internet commerce and the individual’s privacy.

The privacy practices of this statement (“Privacy Policy”) apply to our websites, software services and web-based applications (collectively, “Web Services”) from Square 9. By accessing or using our Web Services you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree, please do not use or access our Web Services.

Information We Collect

We collect the email addresses and other contact information of people who correspond with us. We maintain records of our correspondence. We collect aggregate information on the web pages and application functionality users access or visit.

You may be required to register in order to be granted access to and use the Web Services. At the time of registration, you may be prompted by one of our online forms to provide certain personal information to us, including your name, company name, email address and other contact information.

Telemetry Data Collection Notice

In connection with your use of Square 9 products, Square 9 may collect anonymous data about your use of the software. This data allows Square 9 to monitor and improve our product offerings and support, which include identifying, troubleshooting, and responding to issues that impact users.

What information does Square 9 collect?

Tools within the software monitor various metrics and this information is transmitted to Square 9.

Metrics include data such as:

- The version of the software being used
- Usage information regarding components, features and extensions
- Condition and status of installed components
- Operating system name and version
- Configuration details relevant to Square 9, if applicable

Security of Telemetry Data

Square 9 employs technical and organizational measures designed to protect the telemetry data.

No Personal Data Collected Through Telemetry

Square 9 does not collect personal information. All data collected relates specifically to product and usage information only and is subject to our standard privacy provisions.

Use and Sharing of Your Personal Information

The personal information that you provide to Square 9, may be stored, processed, and used by Square 9 and its affiliates for the following purposes in accordance with this Privacy Policy: to provide information about our company, products and/or services, including updates, notifications, and details of any offers or promotions; to assist us in improving our products, services or the content in our Web Services; to contact you to participate in a market research survey or testimonials, so that we can gauge customer satisfaction and develop better products; for our own internal marketing and research purposes; to promote user groups; to improve or customize our

products, services and Web Services; or to analyze information for trends and statistics. We may also provide this information to an agent acting on Square 9's behalf in connection with the activities described above.

Square 9 will occasionally hire other companies to provide limited services on our behalf, such as accounting, technical, marketing, message delivery, hosting services, customer service and data analysis. Square 9 will only provide those companies the personal information they need to deliver the service, and they are prohibited from using that information for any other purpose.

Except as described above, Square 9 will not sell, rent, or in any way intentionally disclose personal information that you provide to us in connection with the Web Services to any third party (other than an agent acting on our behalf as described above), unless: (a) Square 9 is required to do so by law, regulation, warrant, subpoena or court order, (b) Square 9 is required in urgent circumstances to protect the personal safety of Square 9 employees, users of Square 9 products or services, or members of the public, or to enforce its policies and any terms and conditions applicable to its products, services and Web Services; or (c) such disclosure is part of a sale of all (or substantially all) of the assets of one or more divisions or affiliates of Square 9.

In certain situations, Square 9 may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Forums and Blogs

From time to time, portions of our websites and Web Services may allow you to post information which other users will be able to access (such as on a "bulletin board" or during an interactive "chat" with other visitors). In the event that you choose to post information in this context, it may become generally available to the public, and we have no ability to control or limit its use by other users. By posting the information in this manner you are providing Square 9 and its affiliates the right to use the information in

connection with the operation of Square 9's business. Therefore, we encourage you not to post any information you consider private or sensitive.

Security of Information

To protect the privacy of personal information provided by you, Square 9 employs industry-standard controls including physical access controls, Internet firewalls, intrusion detection, and network monitoring. Additionally, only authorized administrators and staff have access to systems containing such information. Regardless of the precautions taken by you or by us, "perfect security" does not exist on the Internet. We cannot ensure or warrant the security of any information you transmit to us, and you transmit such information at your own risk. While we take reasonable precautions against possible security breaches, no website or Internet transmission is completely secure, and we cannot guarantee that unauthorized access, hacking, data loss, or other breaches will never occur. We urge you to take every precaution to protect your personal data when you are on the Internet. Change your passwords often, use a combination of letters and numbers, and make sure you use a secure browser.

Access & Choice

We acknowledge the right of individuals to access, correct, and delete their information. Requests to access personal information should be submitted to privacy@square-9.com with the subject line "Personal Information Access Request".

We will also provide an individual opt-out or opt-in choice before we share their data with third parties other than our agents, or before we use it for a purpose other than which it was originally collected or subsequently authorized. To limit the use and disclosure of your personal information, please submit a written request to privacy@square-9.com

California Statutory Rights

Under California Civil Code sections 1798.83 – 1798.84, California residents are entitled to ask us for a notice describing what categories of personal customer information we share with third parties for those third parties'

direct marketing purposes. That notice will identify the categories of information shared and will include a list of the third parties with which it was shared, along with their names and addresses. If you are a California resident and would like a copy of this notice, please submit a written request to the following address: Square 9 Softworks, 123 Church Street, New Haven, CT 06510. In your request, please specify that you want a “California Privacy Rights Notice.” Please allow 30 business days for a response.

Revisions

Square 9 Softworks reserves the right to change this Privacy Policy at any time without notice to you, and Square 9 Softworks will post any changes to this Privacy Policy on this Website as soon as they go into effect. We encourage you to review the Privacy Policy regularly for any changes.

Questions

If you have questions to report regarding this privacy policy or about the security practices of Square 9 Softworks, please contact us by email: privacy@square-9.com or by mail at:

Square 9 Softworks
Attn: Privacy Team
127 Church Street
New Haven, CT 06510