Privacy Policy

This Privacy Policy explains what information SOLITEC Software Solutions GesmbH and its related entities ("**SOLITEC**") 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 "SOLITEC Services" via a "Device" or when you otherwise interact with SOLITEC.

"**SOLITEC Services**" include our:

1. Websites

2. SaaS Products

3. Downloadable Products

but does not include:

- SOLITEC products or services for which a separate privacy policy is provided.

- Third party products. These are third party products or services that you may choose to integrate with SOLITEC products or services. You should always review the policies of third party products and services to make sure you are comfortable with the ways in which they collect and use your information.

A "**Device**" is any computer used to access the SOLITEC Services, including without limitation a desktop, laptop, mobile phone, tablet, or other consumer electronic device.

Unless otherwise stated, our SaaS Products and our Downloadable Products are treated the same for the purposes of this document.

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

Definitions

Add-On: a bundle of code, resources and configuration files that can be used with a SOLITEC product to add new functionality or to change the behavior of that product's existing features.

SOLITEC Services: SOLITEC's Websites, SaaS Products, and Downloadable Products.

Content: any information or data that you upload, submit, post, create, transmit, store or display in a SOLITEC Service.

Downloadable Products: SOLITEC's downloadable software products and mobile applications, including Add-ons created by SOLITEC, that are installed by customers on an infrastructure of

Effective starting: March 10, 2015

their choice. Downloadable Products do not include Add-Ons created by third parties, even when they are accessed through a SOLITEC Website.

Information: all of the different forms of data, content, and information collected by us as described in this Privacy Policy.

Personal Information: 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 the ready identification of specific individuals.

SaaS Products: SOLITEC's "Cloud" hosted solutions, as well as other SOLITEC hosted solutions that display a link to this Privacy Policy. For the avoidance of doubt, if a SOLITEC hosted solution displays a link to a different privacy policy, then that other privacy policy shall apply.

Websites: SOLITEC's websites, including but not limited to solitec.com, confluence.solitec.com, support.solitec.com, adq-suite.aero, adq.aero 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 "Effective Starting" 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). We encourage you to review our Privacy Policy whenever you use SOLITEC Services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this Privacy Policy, you will need to stop using SOLITEC 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 SOLITEC Services (including but not limited to when you upload, download, collaborate on or share Content). Information we collect includes but is not limited to your name, username, address, email address, phone number, profile photo, job title, or credit card details. You may provide this information directly when you enter it in SOLITEC 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

Effective starting: March 10, 2015

Personal Information or other sensitive information that you choose to include ("passively-collected Personal Information").

Other submissions: We collect other data that you submit to our Websites or as you participate in any interactive features of the SOLITEC Services, participate in a survey, contest, promotion, sweepstakes, activity or event, apply for a job, 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 a SOLITEC product could be submitted to our Support Services or posted in our public forums. Any information, including Personal Information, that you submit to our Websites could be visible to the public unless submitted to a secure area in the Website.

Information we collect from your use of SOLITEC 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 URLs you accessed (and therefore included in our log files) include usernames as well as elements of Content 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 SOLITEC Services for individual customers.

Analytics Information from Website and SaaS Products: We collect 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 SOLITEC Service being used, the associated license identifier (SEN) and domain name, 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), the sizes and original filenames of attachments, and additional information required to detail the operation of the function and which parts of the SOLITEC Services are being affected. For example:

- In the Service Desk, analytics information that we collect when a user creates a project includes the system-generated numeric identifier of the project, the project key input by the user, the name of the template used (if any), and the name of the project. Similarly, analytics information that we collect when an issue is edited includes the system-assigned numeric issue id, the issue key (which consists of the project key and a system-generated sequence number), whether the edit is made by a user or automatically generated by the system, and whether email notifications are to be sent.

As shown in the example above, the analytics information we collect includes elements of Content related to the function the user is performing. As such, the analytics information we collect may include Personal Information or sensitive business information that the user has included in Content that the user chose to upload, submit, post, create, transmit, store or display in a SOLITEC Service.

Effective starting: March 10, 2015

As of the date this policy went into effect, we use Piwik, an open-source software for statistical analyses of user accesses. The data Piwik collects is never sent to other servers or to third parties; it is used in anonymised form to improve our services. IP addresses are stored in Piwik without the final tuple. We know the network the query came from, not the specific computer. If your browser supports "do-not-track" technology and you have turned it on, your visit will be automatically ignored. By using SOLITEC's Websites, you agree that the data Piwik collects about you may be processed in the manner previously described and for the purpose previously stated.

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 Usage Data. "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 workflows that users use by searching for the most common functions, or we may query Content to determine the most popular job titles for Confluence users in order to better understand the composition of our user base.

Though we may happen upon sensitive or Personal Information as we compile Usage Data from Content across user instances, this is a byproduct of our efforts to understand broader patterns and trends. It is not a concerted effort by us to examine the Content of any particular customer.

Analytics Information from Downloadable Products: We collect analytics information when you use our Downloadable Products to help us improve our products and services. Our Downloadable Products contain a feature that sends information about the technical operation of the Downloadable Products on your systems ("**System Information**") to us. System Information includes information about (a) the server environment in which the Downloadable Product is operating: OS type and version, JVM version, Java environment properties, CPU type, RAM allocation, language and locale settings, database type and version, and disk utilization, as well as (b) user client information, for example: browser type and version, native client type and version, and client device specifications (e.g. screen resolution, OS version, device type, etc.). In addition, we collect analytics information from Downloadable Products that is a subset of the analytics information described above for Websites and SaaS Products. As with Websites and SaaS Products, the analytics information we collect includes elements of Content related to the function the user is performing, but with an important caveat. With the Downloadable Products, before sending the information to SOLITEC's servers, we filter the analytics information to remove elements that we believe may contain sensitive or Personal Information. For example: (1) we conduct a one-way hash of usernames and hostnames before collecting them and (2) we filter any Content elements we collect to discard all words except those on a list of common business and IT terminology. You can disable our collection of analytics information from Downloadable Products via the Administrator settings or by blocking collection at the local network level.

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 SOLITEC 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. You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before

Effective starting: March 10, 2015

accepting a cookie from websites you visit. If you do not accept cookies, however, you may not be able to use all aspects of our Websites or SaaS Products. We 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.

Installer Analytics, Software Updates & License Information from Downloadable Products: During the installation of our Downloadable Products, the installer sends analytics information to SOLITEC to allow us to understand where in the installation process users are experiencing trouble or dropping out. Our Downloadable Products also communicate with SOLITEC servers for licensing purposes, as well as to check for updates, patches, and compatibility with Add-Ons. Examples of information we collect for these purposes include the name and version of the Downloadable Product and the server ID, SEN, and IP address of the customer instance.

Information we collect from other sources

Information from third party services: We also obtain information from third parties and combine that with information we collect through SOLITEC Services. For example, we may have access to certain information from a third party social media or authentication service if you log into SOLITEC Services through the service or otherwise provide us with access to information from the service. Any access that we may have to such information from a third party social or authentication service is in accordance with the authorization procedures determined by that service. By authorizing us to connect with a third party service, you authorize us to access and store your name, email address(es), current city, profile picture URL, and other information that the third party service makes available to us, and to use and disclose it in accordance with this Privacy Policy. You should check your privacy settings on these third party services to understand and change the information sent to us through these services.

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 SOLITEC Services;

- Enable you to access and use SOLITEC 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 Choices";

Effective starting: March 10, 2015

- Process and deliver contest or sweepstakes entries and rewards;

- Monitor and analyze trends, usage, and activities in connection with SOLITEC Services and for marketing or advertising purposes;

- Investigate and prevent fraudulent transactions, unauthorized access to SOLITEC Services, and other illegal activities;

- Personalize SOLITEC 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: Because most of our SaaS Products and Downloadable Products are configurable, we make extensive use of analytics information (including log and configuration data) to understand how our 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 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 SOLITEC Services, Content you provide will be displayed back to you. Certain features of SOLITEC Services allow you to make some of your Content public, in which case it will become readily accessible to anyone. We urge you to consider the sensitivity of any data you make public.

Collaboration: As a natural result of using SOLITEC Services, you may create Content and grant permission to other SOLITEC users to access it for the purposes of collaboration. Some of the collaboration features of SOLITEC 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 SOLITEC 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 SOLITEC Services may be able to:

- access information in and about your SOLITEC Services account;

Effective starting: March 10, 2015

- disclose, restrict, or access information that you have provided or that is made available to you when using your SOLITEC Services account, including your Content; and

- control how your SOLITEC Services account may be accessed or deleted.

SOLITEC 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 might 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 applications: You may choose to make use of third party Add-Ons in conjunction with SOLITEC Services. Third party Add-Ons are software written by third parties to which you grant access privileges to your Content (which may include your Personal Information). When access is granted, your Content is shared with the third party. Third party Add-On policies and procedures are not controlled by SOLITEC even though the third Party Add-On may be available through SOLITEC Services. Third parties who have been granted access to your Content through Add-Ons could use this data to contact you and market services to you, and could share your data with other third parties. This Privacy Policy does not cover the collection or use of your data by third party Add-Ons, and we urge you to consider the privacy policies governing third party Add-Ons.

Third Party Cookies and Tracking Technologies. When you visit SOLITEC's Websites, third parties such as advertising partners and analytics providers might 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 Choices." 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 SOLITEC's products and services, (d) to protect SOLITEC, 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.

Effective starting: March 10, 2015

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

SOLITEC hosts data either inhouse or with hosting service providers in numerous countries. 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).

Where Downloadable Products are used, responsibility of securing access to the data you store in the Downloadable Products rests with you and not SOLITEC. We strongly recommend that administrators of Downloadable Products configure SSL to prevent interception of data transmitted over networks and to restrict access to the databases and other storage used to hold data.

Your Choices

You may opt out of receiving promotional communications from SOLITEC by using the unsubscribe link within email newsletters, updating your email preferences at my.solitec.com, or emailing us to have your contact information removed from our promotional email list or registration database. Although opt-out requests are usually processed immediately, please allow ten (10) business days for a removal request to be processed. Even after you opt out from receiving promotional messages from us, you will continue to receive transactional messages from us regarding SOLITEC's Services.

You may be able to opt out of receiving personalized advertisements from companies who are members of the Network Advertising Initiative or who subscribe to the Digital Advertising Alliance's Self-Regulatory Principles for Online Behavioral Advertising. For more information about this practice and to understand your options, please visit: http://www.aboutads.info and http://www.networkadvertising.org/choices/.

Accessing and updating your information

Effective starting: March 10, 2015

You can access and amend some of the information we keep about you through your account settings.

Compliance with privacy laws and regulations

You agree not to use the SOLITEC Services in a manner that would violate laws protecting an individual's privacy rights.

Our policy towards children

SOLITEC 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 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 Austria to us. By providing your Personal Information, you consent to any transfer and processing in accordance with this Policy.

Effective starting: March 10, 2015