

## CloudWyze Privacy Policy

**Effective Date: August 1, 2022**

CloudWyze, Inc. (“we,” “us,” “our,” or “CloudWyze”) respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the websites owned or provided by CloudWyze, Inc., including <https://www.cloudwyze.com/>, <https://my.cloudwyze.com/> and <https://cloudwyze.connectboosterportal.com/> (collectively, the “Websites”), and your access or use of our Internet services (“Services”), and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On the Websites and while using the Services.
- In email, text, and other electronic messages between you and CloudWyze, whether through the Website or in relation to the Services.
- Through mobile and desktop applications you download from the Websites, or download to enable the provision of the Services, which may provide dedicated non-browser-based interaction between you and CloudWyze.
- When you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this policy.

It does not apply to information collected by:

- Us offline or through any other means, including on any other website operated by CloudWyze or any third party (including our affiliates and subsidiaries); or
- Any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Websites or as part of CloudWyze’s provision of the Services.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Websites or Services. By accessing or using the Websites or Services, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of the Websites or Services after we make changes is deemed to be acceptance of those changes, so please check this policy periodically for updates.

### Minors

Our Websites and Services are not intended for children under 18 years of age. No one under the age of 18 should provide any personal information to, or on/using, the Websites or Services. We do not knowingly collect personal information from children under 18. If you are under 18, do not use or provide any information on the Websites or through any of its features, register on the Websites, make any purchases through the Websites, use any of the interactive or public comment features of this Websites, or provide any information about yourself to us, including your name, address, telephone number, email

address, or any screen name or username you may use. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at [info@cloudwyze.com](mailto:info@cloudwyze.com).

California residents under 16 years of age may have additional rights regarding the collection and sale of their personal information. Please see [Your California Privacy Rights](#) for more information.

## Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Websites and Services, including information:

- By which you may be personally identified, such as name, postal address, e-mail address, telephone number, or any other identifier by which you may be contacted online or offline (“**personal information**”);
- That is about you but individually does not identify you; and/or
- About your internet connection, the equipment you use to access our Websites, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.
- From third parties, for example, our business partners.

## Information You Provide to Us

The information we collect on or through our Websites or during the provision of our Services may include:

- Information that you provide by filling in forms on our Websites or when utilizing our Services. This includes information provided at the time of registering to use our Websites or Services, subscribing to our service, posting material, or requesting further services. We may also ask you for information when you report a problem with our Websites or Services.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through our Websites or for our Services and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Websites or to access our Services.
- Your search queries.

## Information We Collect Through Automatic Data Collection Techniques

As you navigate through and interact with our Websites or Services, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Websites or usage through our Services, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Websites or through the Services.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect automatically may include personal information, or we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Websites or Services according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Websites or utilize our Services.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Websites.
- **Flash Cookies.** Certain features of our Websites may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Choices About How We Use and Disclose Your Information.
- **Web Beacons.** Pages of our Websites and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

## Third-Party Use of Cookies and Other Tracking Technologies

Some content or applications, including advertisements, on the Websites or through the Services are served by third parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services.

They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see Choices About How We Use and Disclose Your Information.

## How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Websites, Services, and the contents of the Websites and Services to you.
- To provide you with information, products, or services that you request from us.
- To fulfill any other purpose for which you provide it.
- To provide you with notices about your account, including expiration and renewal notices.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Websites or Services or any products or services we offer or provide through it.
- To allow you to participate in interactive features on our Websites or through our Services.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

We may also use your information to contact you about goods and services that may be of interest to you, provided by us or by third parties. If you do not want us to use your information in this way, please adjust your user preferences in your account profile. For more information, see Choices About How We Use and Disclose Your Information.

We may use the information we have collected from you to enable us to display advertisements to our advertisers' target audiences. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

## Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.

- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of CloudWyze’s assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by CloudWyze about our Website or Service users is among the assets transferred.
- To third parties to market their products or services to you if you have consented to these disclosures. We contractually require these third parties to keep personal information confidential and use it only for the purposes for which we disclose it to them. For more information, see Choices About How We Use and Disclose Your Information section below.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our [Terms of Use](#) and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of CloudWyze, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

## Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.
- **Disclosure of Your Information for Third-Party Advertising.** If you do not want us to share your personal information with unaffiliated or non-agent third parties for promotional purposes, you can opt-out by logging into the Websites and adjusting your user preferences in your account profile or by sending us an email with your request to [info@cloudwyze.com](mailto:info@cloudwyze.com).
- **Promotional Offers from the Company.** If you do not wish to have your contact information used by the Company to promote our own or third parties’ products or services, you can opt-out by logging into the Websites and adjusting your user preferences in your account profile or by sending us an email stating your request to [info@cloudwyze.com](mailto:info@cloudwyze.com). If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions. This opt-out does not apply to information provided to the CloudWyze as a result of a product purchase, warranty registration, product service experience or other transactions.
- **Targeted Advertising.** If you do not want us to use information that we collect or that you provide to us to deliver advertisements according to our advertisers’ target-audience preferences, you can opt-out by adjusting your browser settings.

We do not control third parties’ collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected

or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative (“NAI”) on the NAI’s [website](#).

California residents may have additional personal information rights and choices. Please see Your California Privacy Rights for more information.

Nevada residents who wish to exercise their sale opt-out rights under Nevada Revised Statutes Chapter 603A may submit a request to [info@cloudwyze.com](mailto:info@cloudwyze.com).

## Accessing and Correcting Your Information

You can review and change your personal information by logging into the Websites or accessing your Service accounts and visiting your account profile page.

You may also send us an email at [info@cloudwyze.com](mailto:info@cloudwyze.com) to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

If you delete your information from the Websites or from your Service accounts, copies of your information may remain viewable in cached and archived information held by CloudWyze. Proper access and use of information provided on the Websites, is also governed by our [Terms of Use](#).

California residents may have additional personal information rights and choices. Please see Your California Privacy Rights for more information.

## Your California Privacy Rights

If you are a California resident, California law may provide you with additional rights regarding our use of your personal information. California’s “Shine the Light” law (Civil Code Section § 1798.83) permits users of our Websites or Services that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to [info@cloudwyze.com](mailto:info@cloudwyze.com) or write us at: CloudWyze, Inc., PO Box 2420, Wilmington, NC 28402.

## Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions will be encrypted.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Websites or Services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about when sharing information publicly using our Websites or Services.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to or through our Websites or Services. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Websites or Services.

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## Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you by email or through a notice on the Websites. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Websites and this privacy policy to check for any changes.

## Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

CloudWyze, Inc.  
PO Box 2420  
Wilmington, NC 28402

(877) 678-3739

info@cloudwyze.com

To register a complaint or concern, please refer to the [Terms of Use](#) or the [DMCA Policy](#), as appropriate.