

Privacy Policy

Your privacy is important to sclera. This privacy statement applies to data collected through websites owned and operated by sclera. This statement describes the information practices for sclera websites including, but not limited to, app.sclera.com and support@sclera.com. This privacy statement describes the information practices for sclera websites, including what types of information are collected, how sclera uses this information and for what purposes; with whom information is shared; and how sclera protects information. It also describes your choices regarding use, access, correction and deletion of your information, among other topics. In addition, this statement addresses personal information collection and use by sclera in certain offline contexts, such as marketing and customer service and support.

What information do we collect?

sclera collects data to enable us to make our products available to you, and to provide you with the best experience on our website and with our products. You provide some of this data to us directly, such as when you register to create an account on our website, subscribe to a newsletter, respond to a survey, contact us for support, or contact us as a prospective customer, vendor, supplier, or consultant. We also obtain and process data in the context of making the products available to you.

You have choices about the data we collect. When you are asked to provide personal data, you may decline. But if you choose not to provide data that is necessary to enable us to make the sclera products available to you, you may not be able to use all or part of those products.

The data we collect depends on the context of your interactions with sclera, the choices you make (including your privacy settings), and the products you use. The data we collect can include the following:

- **Name and contact information** - We may collect your first and last name, email address, password, postal address, phone number, company information, and other similar contact data.

- **Device and Usage information** - We may collect data about your device and how you and your device interact with our product. For example, we may collect:

- **Use data** - We may collect data about the features you use, the products you purchase, and the web pages you visit. This also includes your interactions on our website, and your interactions with us via email.

- **Device, connectivity and configuration data** - We may collect data about your device and the network you use to connect to our website or with which you use our products. This may include data about the operating system and other software installed on your device, including product keys. It may also include IP address, browser type, operating system, and referring URLs.

What do we use your information for?

We use the data we collect to operate our business, and to make products available to you. This includes using the data to improve our sclera product, and to personalize your experiences. We may also use the data to communicate with you, and among other things, inform you about your account, provide security updates, and give you information about the products. We may also use the data to manage your email subscriptions, improve the relevance and security of our website, respond to user enquiries, send you periodic marketing communications about our products, and improve the relevance of our advertising.

- **Providing and improving our products** - We use data to provide and improve the products we offer, and to perform essential business operations. This includes making the products available to you, maintaining and improving the performance of the products, developing new features, conducting research, and providing customer support. Examples of such uses include the following:

- i. **Providing the products** - We use data to carry out your transactions with us and to make products available to you. In certain cases, we may use data to automatically tailor your experience based on the data we have about you.
- ii. **Technical support** - We use data to diagnose product problems, and to provide customer care and support services.
- iii. **Improving the products** - We use data to improve our website continually and our products, including system administration, system security, and adding new features or capabilities.

- iv. **Business Operations** - We may use your data to help us develop aggregate analysis and business intelligence that enables us to operate, protect, make informed decisions, and report on the performance of our business.
- v. **Improving Advertising Campaigns** - We may use your data to improve our advertising campaigns, primarily to prevent targeting of advertisements which are not relevant to you.
- vi. **Sending Periodic Emails** - We may use your data to send you periodic emails. Depending on the marketing preferences you select on your user dashboard, we may send you occasional marketing emails about our products and services, which you can unsubscribe from at any point of time using the link provided in the message.
- vii. **Communications** - We use data collected to communicate with you, and to personalize our communications with you. For example, we may contact you to inform you when a license is ending, to discuss your account, to let you know when updates are available, to remind you about features of the products that are available for your use, to update you about a support request, or to invite you to participate in a survey. Additionally, you can sign up for email subscriptions, and choose whether you want to receive marketing communications from us.

How do we protect your information?

We implement a variety of security measures to help maintain the safety of your information when you enter, submit, or access your information. We offer the use of a secure server. Sensitive information can only be accessed by those authorized with special access rights to such systems, and who are required to keep the information confidential.

How do we ensure that our processing systems remain confidential, resilient, and available?

We implement a variety of measures to ensure that our processing systems remain confidential, resilient, and available. Specifically, we have implemented processes to help ensure high availability, business continuity, and prompt disaster recovery. We are committed to maintaining strong physical and logical access controls.

- **High Availability** - We utilize properly-provisioned, redundant servers in case of failure. We take servers out of operation as part of regular maintenance, without impacting availability.

- **Business Continuity** - We keep periodic encrypted backups of data. While never expected, in the case of production data loss (i.e., primary data stores loss), we will restore organizational data from these backups.

- **Disaster Recovery** - In the event of a region-wide outage, we will bring up a duplicate environment in a different region. Our operations team has an extensive experience performing full region migrations.

- **Physical Access Controls** - sclera is hosted by one or more secure hosting providers. Our hosting providers' data centers feature layered security models, which may include extensive safeguards such as custom-designed electronic access cards, alarms, vehicle access barriers and biometrics. Unauthorized visitors are not permitted to access the data centers.

Do we disclose any information to outside parties?

We share your data with your consent, or as necessary to make our product available to you. We also share your data with vendors working on our behalf; when required by law, or to respond to legal process; to protect our customers; to protect lives; to maintain the security and integrity of our products; and to protect our rights or our property.

We may disclose your data as part of a corporate transaction such as a corporate sale, merger, reorganization, dissolution, or similar event.

Finally, we will access, transfer, disclose, and/or preserve personal data, when we have a good faith belief that doing so is necessary to:

1. Comply with applicable law or respond to valid legal process and judicial orders.
2. Respond to requests from public or governmental authorities, including for national security or law enforcement purposes
3. Protect the vital interests of our users, customers, or other third parties
4. Operate and/or maintain the security or integrity of our products, including to prevent or stop an attack on our computer systems or networks
5. Protect the rights, interests or property of sclera or third parties
6. Prevent or investigate possible wrongdoing in connection with the products.

We may use and share aggregated non-personal information with third parties for marketing, advertising, and analytics purposes. We do not sell or trade your information to third parties.

How to Access and Control Your personal data?

You can view, access, edit, or request a copy of your data. You can also delete certain elements of your data, or move certain elements of your data to “inactive” status where the data will no longer be processed. You can also make choices about sclera collection and use of your data.

- **Data Access** - You can access your personal data on your accounts user dashboard.
- **Data Portability** - You can request a copy of your data by sending an email to us.
- **Data Correction** - You can modify your personal data on your accounts user dashboard.

Where do we store and process personal data and conduct International Transfers?

Personal data collected by sclera can be stored and processed in the United States where sclera or its affiliates, subsidiaries or service providers maintain facilities. The storage location are chosen in order to allow us to operate more efficiently, to improve performance, and to create redundancies in order to protect the data in the event of an outage or other problem. We take steps to ensure that the data we collect is processed according to the provisions of this Policy, and that we comply with the requirements of applicable law wherever the data is located.

Data Retentions:

We may retain your information for as long as you continue to use our product, have an account with us, or as necessary to fulfil the purposes outlined in this Policy. You can ask to close your account by contacting us, and we will either delete your information, or move it to “inactive” status where it will no longer be processed.

We may, however, retain personal information for an additional period as is permitted or required under applicable laws, for legal, tax, or regulatory reasons, or for any other legitimate and lawful business purpose.

Changes to our Privacy Policy:

We will update this Policy when necessary to reflect customer feedback, as well as to reflect periodic changes in the sclera website or our product. When we post

changes to this Policy, we will revise the “last updated” date at the top of the Policy. If there are material changes to the Policy or in how sclera uses your data, we will notify you either by prominently posting a notice of such changes before they take effect or by directly sending you a notification. We encourage you to review this Policy periodically to learn how sclera is protecting your information.

How to contact us?

If you have a technical or support question, please send us an email at support@sclera.com.

If you have a privacy concern, complaint, or a question for the Data Protection Officer of sclera, please contact us by sending us an email at security@sclera.com. We will respond to any queries or concerns within 15 days.