



PRIVACY POLICY

StorageOS understands that your privacy is important to you and that you care about how your information is used and shared online. We respect and value the privacy of everyone who visits Our Site and will only collect and use information in ways that are useful to you and in a manner consistent with your rights and our obligations under the law.

INFORMATION ABOUT US

Our Company

When we refer to '**we**' (or '**our**' or '**us**'), that means StorageOS Inc. and all its wholly owned subsidiaries, or collectively as our '**Group**').

Our Site

- www.storageos.com and portal.storageos.com are owned and operated by ourselves
- support.storageos.com is provided to us by Freshdesk, Inc., 1250 Bayhill Drive, Suite 315, San Bruno, CA 94066 who store information in their database on our behalf

For European Union data protection purposes we are registered as a Data Controller with the Information Commissioner under reference number ZA187011.

WHAT DOES THIS POLICY COVER?

This Privacy Policy applies to Our Site which is our website(s) and subscription services of our product(s).

This Privacy Policy governs our data collection, processing and usage practices. It also describes your choices regarding use, access and correction of your personal information.

By using Our Site and/or creating an Account which is required to access and use certain areas and features of Our Site; you consent to the data practices described in this Privacy Policy. If you do not agree with the data practices described in this Privacy Policy, you should not use Our Site.

This policy does not extend to any websites that are linked to from Our Site (whether We provide those links or whether they are shared by other users). We have no control over how your data is collected, stored or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.



HOW WE COLLECT YOUR DATA

We collect personal data of our clients, suppliers, business contacts, shareholders and website users.

Except for certain information that is required by law, your decision to provide any personal data to us is voluntary. You will therefore not be subject to adverse consequences if you do not wish to provide us with your personal data.

However, please note that if you do not provide certain information, we may not be able to accomplish some or all of the purposes outlined in this privacy statement, and you may not be able to use certain tools and systems which require the use of such personal data.

If you provide us with personal data of another person (for instance, a potential employee/referral), you are responsible for ensuring that such person is made aware of the information contained in this privacy statement and that the person has given you his/her consent for sharing the information with us.

When you visit our websites or use our services, we collect personal data. Where we collect personal data, we'll only process it:

- to perform a contract with you
- where we have legitimate interests to process the personal data and they're not overridden by your right
- in accordance with a legal obligation
- where we have your consent

The ways we collect it can be broadly categorized into the following:

Information you provide to us directly

When you visit or use some parts of Our Site or services we might ask you to provide personal data to us. For example, we ask for your contact information when you enroll for an Account, respond to a job application or an email offer, join us on social media, take part in training and events, contact us with questions or request support. If you don't want to provide us with personal data, you don't have to, but it might mean you can't use some parts of Our Site or services.

Information we collect automatically

We collect some information about you automatically when you visit Our Site or use our services, such as your IP address and device type. We also collect information when you navigate through Our Site, including what pages you have visited. This information helps our understanding of how you're using Our Site and services so that we can continue to provide the best experience possible.

Information we get from third parties

The majority of information we collect, we collect directly from you. Occasionally we might collect personal data about you from other sources, such as publicly available materials or trusted third parties like our support, marketing, research, or events partners. We use this



information to supplement the personal data we already hold about you.

WHAT DATA DO WE COLLECT?

Depending upon your communication with us and your use of Our Site and services, We may collect some or all of the following data:

- name
- business/company name
- job title
- contact information such as address, email addresses and telephone numbers
- demographic information such as post code, preferences and interests
- IP address (automatically collected)
- web browser type and version (automatically collected)
- operating system (automatically collected)
- a list of URLs starting with a referring site, your activity on Our Site, and the site you exit to (automatically collected)
- information that is linked to you for the purposes of issuing licenses based on software utilization, and for support purposes (such as diagnosing and resolving any issue)

Please note that our products provide functionality to enable you to store your data on your own managed environment. At no time do We have access to that data. It is only in relation to the data referred to above that we hold and to which this policy applies.

Any financial information such as debit and credit card details are collected by a third party provider who has in place industry standard encryption and protection provisions.

COOKIES

Our Site uses cookies to capture information. We use cookies to facilitate and improve your experience of Our Site and to provide and improve Our products and services. We have carefully chosen these cookies and have taken steps to ensure that your privacy is protected and respected at all times. You may decide to block these cookies, but please be aware that Our Site may not work as intended if you do so and some pages and services may become unavailable to you. Please review our [Cookie Policy](#) for more details.

HOW DO WE USE YOUR DATA?

We use your data to provide the best possible products and services to you. This includes:

We need to...	Some typical examples	How we receive data	Legal basis
Setup and provide our services to you	<ul style="list-style-type: none"> • Providing and managing your Account • Providing and managing your 	Submitted Information Device Information	Fulfilling contracts Our legitimate interests



We need to...	Some typical examples	How we receive data	Legal basis
	<ul style="list-style-type: none"> access to Our Site • Supplying Our products and services to you; including but not limited to releasing product / Service updates, delivering license keys, etc. • Personalizing and tailoring Our products and services for you 		
Communicate with you	<ul style="list-style-type: none"> • Responding to communications from you • Contacting you with new information, news and offers on Our products and or services. • Seeking your consent when we need it to contact you. • Sending you relevant content after an event or after you've shown interest in a subject matter 	Submitted Information Device Information	Fulfilling contracts Our legitimate interests Our legal obligations
Keep Our services up and running	<ul style="list-style-type: none"> • Administering Our Site and services for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes • Allowing you to participate in interactive features of our service, when you choose to do so • Notifying you about changes to our service 	Submitted Information Device Information	Fulfilling contracts Our legitimate interests
Market and provide new products and services that interest you	<ul style="list-style-type: none"> • Analyzing your use of Our Site and gathering feedback on our Products and services as well as Our Site to enable Us to continually improve Our Site and your user experience • To improve the products and services We provide to you • To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you 	Submitted Information Device Information Third Party Information	Our legitimate interests
Manage security & fraud	<ul style="list-style-type: none"> • Verifying your email address and identity • Confirming your eligibility to use Our products and services • Processing payments (via 3rd party) you make to us • Complying with government (e.g. US export restrictions) and industry regulations 	Submitted Information Device Information Third Party Information	Fulfilling contracts Our legitimate interests Our legal obligations



You always have the right to stop receiving (aka “opt-out”) of various communications from Us at any time, by:

- making use of the simple “unsubscribe” link in emails
- updating your communications preferences within your Account, should be actively registered for one
- informing us that you wish to change your communications preferences by contacting our customer support team
- contacting directly by telephone or at our business address

Note: It may not be possible to completely stop all communications in order for us to continue to manage your Account and any of our obligations to you.

What do we mean when we say:

Legitimate Interests: This means the interest of ours as a business in conducting and managing StorageOS to enable us to provide to you StorageOS services and offer the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

Fulfilling Contracts: This means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Our Legal Obligations: This means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

COMMUNITY FORUMS & SOCIAL MEDIA

We utilize publicly accessible social media, message boards, blogs, and community forums (e.g. Slack, LinkedIn, Twitter, Facebook, Instagram, MeetUp). Your enrolment and use of these and similar services is always optional and at your own discretion. Please keep in mind that if you directly disclose any information through these public message boards, blogs, or forums, this information could be collected and used by others. Lastly, we may not have the ability to delete publicly accessible posts and data made by yourself should you request this of Us.

INTERNATIONAL DATA TRANSFERS

We may transfer personal data to with other companies in Our Group, our service providers, professional advisors, public and governmental authorities or third parties in connection with a (potential) corporate or commercial transaction. Such third parties may be located in other countries. Before we do so, we shall take the necessary steps to ensure that your personal data will be given adequate protection as required by relevant data privacy laws and Our internal policies.



Unless you are otherwise notified, any transfers of your personal data from within the European Economic Area (EEA) to third parties outside the EEA will be based on an adequacy decision or are governed by the standard contractual clauses. Any other non-EEA related transfers of your personal data will take place in accordance with the appropriate international data transfer mechanisms and standards.

DO WE SHARE YOUR DATA?

We may share your data with other companies in Our Group, including Our subsidiaries.

We may sometimes contract with third parties to supply services to you on Our behalf. These may include payment processing, help desk & support, delivery of goods, search engine facilities, advertising and marketing. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, We will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, Our obligations, and the obligations of the third party under the law.

We may compile statistics about the use of Our Site including data on traffic, usage patterns, user numbers, sales and other information. All such data will be anonymized and will not include any personally identifying information. We may from time to time share such data with third parties such as prospective investors, affiliates, partners and advertisers. Data will only be shared and used within the bounds of the law.

In certain circumstances We may be legally required to share certain data held by Us, which may include your personal information, for example, where We are involved in legal proceedings, where We are complying with the requirements of legislation, a court order, or a governmental authority. We do not require any further consent from you in order to share your data in such circumstances and will comply as required with any legally binding request that is made of Us.

HOW AND WHERE DO WE STORE YOUR DATA?

We will retain your personal data only for as long as is necessary. We maintain specific records management and retention policies and procedures, so that personal data are deleted after a reasonable time according to the following retention criteria:

- We retain your data as long as we have an ongoing relationship with you (in particular, if you have an account with us).
- We will only keep the data while your account is active or for as long as needed to provide services to you.
- We retain your data for as long as needed in order to comply with our global legal and contractual obligations.

Data security is of great importance to Us, and to protect your data We have put in place suitable physical, electronic and managerial procedures to safeguard and secure data collected through Our Site.

Notwithstanding the security measures that We take, it is important to remember that the



transmission of data via the internet may not be completely secure and that you are advised to take suitable precautions when transmitting to Us data via the internet.

WHAT HAPPENS IF OUR BUSINESS CHANGES HANDS?

We may, from time to time, expand or reduce Our business and this may involve the sale and/or the transfer of control of all or part of Our business. Data provided by users will, where it is relevant to any part of Our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use the data for the purposes for which it was originally collected by Us.

YOUR RIGHTS - HOW CAN YOU CONTROL YOUR DATA?

Upon request We will provide you with information about whether we hold any of your Personal Information. If you provide us with your Personal Information, you have the following rights with respect to that information:

- Request access to your personal data (commonly known as a "data subject access request")
- Request correction of the personal data that we hold about you
- Request erasure of your personal data (aka "right to be forgotten")
- Object to processing of your personal data
- Request restriction of processing of your personal data
- Request the transfer of your personal data to you or to a third party
- Withdraw consent at any time where we are relying on consent to process your personal data

You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

To exercise any of these rights, please contact us at privacy@storageos.com or by mail to 2 Minton Place, Victoria Road, Bicester, Oxfordshire, OX26 6QB. We will respond to your request to change, correct, or delete your information within a reasonable timeframe (e.g. within 1 month) and notify you of the action we have taken.

CONTACTING US

If you have any questions about this Privacy Policy, please contact Us by email at privacy@storageos.com, by telephone on +44 (0) 20 3585 1366, or by post at StorageOS Inc, 2 Minton Place, Victoria Road, Bicester, Oxfordshire, OX26 6QB.



CHANGES TO OUR PRIVACY POLICY

We may change this Privacy Policy as we may deem necessary from time to time, or as may be required by law. Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.