

## RES PRIVACY POLICY INCLUDING EU-U.S. PRIVACY SHIELD NOTICE

**General:** Protection of your privacy is important to RES. This Privacy Policy describes RES' global privacy practices in relation to personally identifiable information ('PII') processed via the RES websites, corporate events (such as seminars, webinars and roundtables) and services. The members of the RES Group (including all subsidiaries of RES Holding B.V.) are entitled to transfer PII to other members of the RES Group for use in accordance with this Policy. Therefore, PII collected in accordance with this Policy may be stored, processed and accessed worldwide in the global offices of RES. Unless otherwise specified in this Policy, your PII is not shared outside the RES Group without your permission. Out-of-scope of this Policy is PII of current and former employees of RES collected for management, human resources and payroll purposes (HR data). RES' commitments under the EU-U.S. Privacy Shield are further described below. Please send any inquiries, requests or complaints regarding this Policy to [privacy@res.com](mailto:privacy@res.com).

**Purpose:** RES offers (on-premises) software in particular to enable and secure digital workspaces. The software of RES is intended for use by profit and non-profit organizations and government agencies. RES collects and uses PII of its customers, business partners and suppliers for the purpose of processing orders, providing services (as requested), evaluating and improving our products and services and conducting business operations and processes, including implementation and support services and serving customer relations in the broadest sense. RES is entitled to use PII to contact you, confirm compliance with licensing and other terms of use, and may share it with your company. The PII collected among other things includes the information submitted by you when ordering software and retaining services, such as the PII submitted by you when rendering the support services provided through phone, email, or online chat. With your permission, RES may use for support purposes remote access to temporarily navigate your machine. Phone conversations, online chat sessions, or remote access sessions with RES' support professionals may be recorded and/or monitored. Besides PII collected directly by RES, RES also receives PII from business partners and vendors. In addition to the foregoing purposes, RES is entitled to collect, use and disclose PII for compliance and legal considerations. Except for any PII submitted via the RES career webpage and PII derived in the course of providing services, RES may further use any contact details for marketing purposes, such as for sending information regarding RES, its partners, its products and events. RES provides the opportunity to opt out of marketing communications. Opt-out requests for commercial emails can be submitted to [privacy@res.com](mailto:privacy@res.com). Please be aware that, if you do not allow RES to collect or use your PII, RES may not be able to deliver certain products and services to you or your company, and some of our services may not be able to take account of your interests and preferences. Finally, RES may collect and use PII in organizing corporate events and from individuals who visit the RES websites for the purposes set forth below. RES does not collect and use any sensitive PII (e.g. information about religious or political ideologies, racial or ethnic backgrounds), unless agreed upon in writing. RES asks you not to send and to share any sensitive PII voluntarily. RES remains entitled to use and collect PII publicly made available.

**RES Websites:** This Policy applies to the following websites: [www.res.com](http://www.res.com), [www.success.ressoftware.com](http://www.success.ressoftware.com) (collectively: 'RES websites'). When visiting the RES websites, RES' servers automatically record standard information that your browser sends whenever you visit a website. These server logs may include information such as the page(s) you visited, your Internet Protocol address, cookie information, browser type, browser language, and the date and time of your request. RES uses this traffic data to help diagnose problems with our servers, analyze trends, administer the RES websites and provide you with ads that appear to match your interests. Generally, we automatically collect usage information, such as the numbers and frequency of visitors to our website and its components, number of links clicked within the website, etc. This data is only used in the aggregate. This type of collective data enables us to determine how users interact with the RES websites, so RES can identify areas for improvement. If you want to contact RES or take part in a forum or survey via the RES websites, RES may ask you to provide your first and last name, email address, telephone number, postal or other physical address, or other contact information. RES may also collect title, occupation, work industry, and other information which may be required by RES to provide products, services, and information to you. As the RES websites may contain links to other websites, please review the privacy practices and privacy statements governing such other websites. RES is not responsible for any privacy practices of the other sites. When using social features (such as forums) of the RES websites, other persons may see some of your activity. Any PII submitted by you when using social features is your sole responsibility and becomes public information which could be read, collected or used by other users to send you unsolicited messages. Please exercise caution when deciding to disclose PII in your use of social features.

**Cookies:** Cookies used by RES do not collect personal information, unless otherwise indicated. RES does not combine information collected through cookies with other personal information (except IP addresses) unless you have also completed one of the forms on the RES websites requesting a service, such as to register to attend a webinar, view a recorded webinar,

download a white paper, obtain a free trial or obtain a product demonstration. Information may be cached so you do not have to complete the form each time. The third party tool cookies in use are listed below:

Third party Name	Category	Cookie Name	Extra information
Google Analytics	Web Analytics / Metrics	_ga	<p>Google Analytics is a web analysis service that is offered by Google Inc. (“Google“). Google Analytics uses cookies to analyze the usage of the RES websites by users (i.e., the pages you go to most often), and any error messages you receive to understand how the websites are being used and identify problem areas to improve user experience.</p> <p>RES uses analytics.js JavaScript library on its RES website that uses a single first-party cookie containing an anonymous identifier which is used to distinguish users.</p> <p>You can find out more about Google’s privacy policy concerning its analytics service <a href="#">here</a>.</p> <p>Google also offers a tool that allows you to opt-out of being tracked by Google Analytics across all websites and can be found <a href="#">here</a>.</p>
Marketo	Visitor / Marketing Profile	_mkto_trk _mkt_library _mkt_whitepapers	<p>Our website uses an automations system provided by Marketo Inc. Marketo uses cookies to recognize you as a unique user when you return to the site, and to track various data related to your website usage in order to provide custom content or services related to your specific interests. Marketo allows the scoring of users based on their activity (including repeat visits, number of pages visited, and requesting information) to determine how sales- ready users are.</p> <p>You can find more information about Marketo’s privacy policy concerning its analytics services <a href="#">here</a>.</p>
LeadLander	Web Analytics	Website Visitor Analytics	<p>Leadlander uses ‘cookies’ to track your IP address when you are on the RES websites to help RES understand who uses the RES websites, how visitors arrive at these websites (e.g. search words used), which pages are viewed and to determine how sales-ready users are.</p> <p>You may refuse the use of cookies by selecting the appropriate settings on your browser.</p> <p>You can find more information about LeadLander’s privacy policy concerning its analytics services <a href="#">here</a>.</p>
Facebook	Web Analytics /conversion tracking/Target ads	Facebook Tools	<p>Facebook may use cookies, web beacons, and similar technologies to collect or receive information from the RES website and elsewhere on the internet and use that information to provide measurement services and target ads.</p> <p>You can find out more about Facebook’s privacy policy concerning its analytics service and target ads <a href="#">here</a>.</p> <p>You can opt-out of the collection and use of information for ad targeting <a href="#">here</a>.</p>
LinkedIn	Web Analytics /conversion tracking/Target ads	LinkedIn Insight Tag	<p>LinkedIn may use cookies, web beacons, and similar technologies to collect or receive information from the RES website and elsewhere on the internet and use that information to provide measurement services and target ads.</p> <p>You can find out more about LinkedIn’s privacy policy concerning its analytics service and target ads <a href="#">here</a>.</p> <p>You can opt-out of the collection and use of information for ad targeting <a href="#">here</a>.</p>



**Apps Privacy Notice:** RES offers various mobile applications (“app” or “apps”) for free download via the following stores:

[App Store](#)  
[Google Play Store](#)

The apps available via the above stores are intended for use on mobile devices in connection with RES (on-premises) software, which software is intended to enable, automate and secure digital workspaces. Please note that this software is being operated or otherwise utilized by organizations other than RES – with no possibility for RES to access this software, data, the environment in which this software is operated and/or the apps made available via the above stores. The functionality of the apps may - however - require and/or permit access to and processing of personal or other information by the aforementioned organization(s) operating or otherwise utilizing the RES (on-premises) software, such as access to your business contact details, list and other information of applications in use or requested on your mobile device and unique numeric identifiers assigned to your device, such as mobile device ID, device ID and device type. For details about the information collected and privacy practices, please contact your corporate IT department or other person within the organization(s) responsible for operating or otherwise utilizing the RES (on-premises) software. To the maximum extent permitted by applicable laws, RES is neither responsible nor liable for any of the PII or other information collected and/or processed by organizations other than RES nor for the privacy practices of these organizations.

No prior RES registration is required for downloading or using these apps. Though RES does not collect information that could reasonably be used to directly identify natural persons when using the apps, the apps automatically collect other device-related information and app performance data. This includes crash logs to assess application usability and performance, length of time spent on the app(s) and other aggregate or statistical information. This data contains no information that could reasonably be used by RES to directly identify a person. RES uses this information for research and analytics.

Please understand that no app or Internet transmission can ever be guaranteed 100% secure. RES recommends that where personal data or information is stored on your mobile device and processed when making use of the apps of RES, security is through your mobile device’s own secure mobile device (storage) facilities and through the procedures and (security) policies and safeguards in place or recommended by the organization that is operating or otherwise utilizing the RES (on-premises) software. Prior approval of and consultation with the organization operating or otherwise utilizing the RES (on-premises) software before using any apps made available by RES via the above stores is advised.

**International transfer of PII (EU-U.S. Privacy Shield):** RES Software, Inc. hereby certifies that it adheres to the EU-U.S. Privacy Shield Framework concerning the receipt of PII from the European Union to the United States of America as set forth in this Policy. RES Software, Inc. shall apply the Principles set forth therein to all PII transferred in reliance on the Privacy Shield Framework. To learn more about the Privacy Shield program, and to view our certification page, please visit <https://www.privacyshield.gov/>. The Commission Implementing Decision pursuant to Directive 95/46/EC of the European Parliament and of the Council on the adequacy of the protection provided by the EU-U.S. Privacy Shield dated July 12, 2016 is available [here](#). If there is any conflict between this Policy and the Privacy Shield Framework, the Privacy Shield Framework shall govern. EU data subjects, as well as others to the extent legally required, shall have the right to access your PII and be able to correct, amend, or delete that information where it is inaccurate, or has been processed in violation of the Principles, except where the burden or expense of providing access would be disproportionate to the risks to the individual’s privacy in the case in question, or where the rights of persons other than the individual would be violated. Further, EU data subjects may limit the use and (onward) disclosure of their PII in accordance with the Privacy Shield Framework. A request should be submitted to the contact details provided below. RES is entitled to require additional information. RES Software, Inc. shall be subject to the competent U.S. statutory body set forth in the Privacy Shield Framework (e.g., Federal Trade Commission) or any other competent U.S. statutory body that will effectively ensure compliance with the Principles. RES Software, Inc. will respond promptly to inquiries and requests by the competent U.S. statutory body for information relating to the Privacy Shield. RES Software, Inc. commits to cooperate with the relevant and competent EU data protection authorities with regard to personal data transferred from the EU in reliance on the Privacy Shield Framework. To the extent permitted by the Privacy Shield Framework and insofar RES, the EU Data Protection Authorities or Department of Commerce have been unable to resolve a complaint, EU data subjects may have the possibility to seek binding arbitration with the Privacy Shield Panel. The appropriate statutory body with jurisdiction to investigate any claims against RES Group regarding possible unfair or deceptive practices and violations of laws or regulations covering privacy is the Federal Trade Commission ([www.ftc.gov](http://www.ftc.gov)). RES Software, Inc. shall remain liable under the Principles if third party providers process PII in a manner inconsistent with the Principles (liability in case of onward transfers to third parties), unless RES proves that it is not responsible for the event giving rise to the damage. The type of PII and purposes for which RES Software, Inc. collects and uses personal information and the type of third parties to which RES Software, Inc. discloses

PII as set out in this Policy fully apply to RES Software, Inc. certification under the EU-U.S. Privacy Shield. RES Software, Inc.'s principal place of business is 150 N Radnor Chester Road, Suite D100, Radnor, PA 19087 United States. Please contact RES Software B.V. (headquarters in EMEA) via the contact details mentioned below ('Inquiries & Complaints'-paragraph) in case of any inquiries or complaints.

**Third Parties:** RES may use a limited number of third party providers to provide services on its behalf. These third party may access, process, or store PII collected and used in accordance with this Policy and to facilitate the aforementioned processing purposes in the course of providing their services, such as database monitoring, technical operations, corporate event/campaign management, web site management, infrastructure provision, e-mail delivery, data storage services, and other similar kind of purposes. RES maintains contracts with these third party providers.

**Limitations:** RES Software, Inc.'s adherence to the Principles may be limited: (a) to the extent necessary to meet national security, public interest, or law enforcement requirements; (b) by statute, government regulation, or case law that creates conflicting obligations or explicit authorizations, provided that, in exercising any such authorization, RES Software, Inc. can demonstrate that its non-compliance with the Principles is limited to the extent necessary to meet the overriding legitimate interests furthered by such authorization; or (c) if the effect of the Directive 95/46/EC of the European Parliament or EU member state law is to allow exceptions or derogations, provided such exceptions or derogations are applied in comparable contexts.

**Security:** RES takes reasonable and appropriate measures, such as physical, electronic, and administrative safeguards, to protect PII from loss, misuse and unauthorized access, disclosure, alteration and destruction, taking into due account the risks involved in the processing and the nature of the PII. RES limits access to PII to RES employees who reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs. The RES employees who have been granted access to your PII are made aware of their responsibilities to protect the confidentiality, integrity, and availability of that information and have been provided training and instruction on how to do so. Any employee that RES determines is in violation of this Policy will be subject to disciplinary action. In the event that PII is acquired, or is reasonably believed to have been acquired, by an unauthorized person and applicable law requires notification, RES will notify you in accordance with applicable legislation.

**Changes:** This notice can be amended from time to time consistent with requirements of the Privacy Shield Framework, to accommodate new technologies, industry practices, and regulatory requirements and/or for other purposes. Any such changes will be published on this page.

**Transfer of ownership:** During the further growth and development of the RES group, one or more companies or activities of RES may be transferred to a third party. In this case, your personal details might also be transferred.

**Inquiries & complaints:** EU data subjects with inquiries or complaints regarding this Policy should first contact RES via [privacy@res.com](mailto:privacy@res.com) or via the following contact details:

RES Software B.V.  
For the attention of: Legal Department  
Topic: Data protection/Privacy  
Het Zuiderkruis 33  
5215 MV 's-Hertogenbosch  
The Netherlands

Effective date: February, 2017  
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