

NETSPARK PRIVACY POLICY

Last Updated: May 2019

This privacy policy (“**Privacy Policy**”) governs how we, NetSpark Ltd. (“**NetSpark**” “**we**”, “**our**” or “**us**”) use Personal Data we collect or receive from, or about you (“**User**”, “**you**”). Our use includes the following use cases:

- (i) When you make use of, or interact with the NetSpark mobile software application, and any other mobile software application, that we license (each individually, and collectively, the “**App**”), including when you create an account on the App (an “**Account**”);
- (ii) When you sign up to our newsletter and/or to receive marketing materials; or
- (iii) When you submit a support or “Contact Us” request.

We greatly respect your privacy, which is why we make every effort to provide a platform that would live up to the highest of user privacy standards. Please read this Privacy Policy carefully, so you can fully understand our practices in relation to Personal Data. “**Personal Data**” means any information that can be used, alone or together with other data, to uniquely identify any living human being.

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This Privacy Policy may be updated from time to time and therefore we ask you to check back periodically for the latest version of the Privacy Policy, as indicated below. If there will be any significant changes made to the use of your Personal Data in a manner different from that stated at the time of collection, we will notify you by posting a notice in our App, website or by other means.

1. WHAT INFORMATION WE COLLECT, WHY WE COLLECT IT, AND HOW IT IS USED

Data we collect	Why is the data collected and for what purposes?	Legal basis (GDPR only)	Third parties with whom we share your data	Period of storage	Consequences of not providing the data
When you create an account on the App and use the services provided within the App					
<ul style="list-style-type: none"> • First and Last Name • User Name • Country of Origin • Email Address • Phone Number • IP Address • Device Location • Hardware ID • Device Build API Number 	<ul style="list-style-type: none"> • Creating an Account on our App. • Using our services 	Processing is necessary to provide our services to you, as part of the App.	<i>iCom Zebra (CRM)</i> <i>Google Analytics</i> <i>Google Firebase Analytics</i>	Until you send a deletion request or we proactively decide to delete the Personal Data. Please note that under applicable laws, we may be required to retain the data for a longer or a shorter period.	Cannot create an Account or use the App
When you sign up for our newsletter / email list					
<ul style="list-style-type: none"> • First and Last Name • Email Address • Country 	<ul style="list-style-type: none"> • Adding you to our mailing list 	Processing is necessary in order to take steps at your request, prior to entering into an agreement with us.	<i>iCom Zebra (CRM)</i> <i>Google Analytics</i> <i>Google Firebase Analytics</i> <i>Support your App</i>	Until you send a deletion request or we proactively decide to delete the Personal Data. Please note that under applicable laws, we may be required to retain the data for a longer or a shorter period.	Cannot add you to our mailing list, and you may not receive updates concerning the App
	<ul style="list-style-type: none"> • Sending newsletters or other marketing communications. 	Consent			Cannot send you marketing communications
When you contact us (e.g., customer support, help, submit a request)					
<ul style="list-style-type: none"> • First and Last Name • Email Address • App ID • Voice recording (when you contact our support line) 	<ul style="list-style-type: none"> • Responding to your support request 	Processing is necessary to provide our services to you as part of the App.	<i>iCom Zebra (CRM)</i> <i>Google Analytics</i> <i>Google Firebase Analytics</i> <i>Support your App</i> <i>Voice Center (Voice recording for App support, quality control and personnel training)</i>	Until we no longer need the information and proactively delete it or you send a valid deletion request. Please note that we may retain it for a longer or shorter period in accordance with data retention laws.	Cannot assist you and respond your query
	<ul style="list-style-type: none"> • App Optimization and Quality Control; • Personnel Training 	Consent			Derogate from our efforts to improve the services and our App.

2. HOW WE PROTECT AND STORE YOUR PERSONAL DATA

- 2.1. **Security.** We have implemented appropriate technical, organizational and security measures designed to reduce the risk of accidental destruction or loss, or the unauthorized disclosure or access to such Personal Data appropriate to the nature of the information concerned. However, please note that we cannot guarantee that the Personal Data will not be exposed as a result of unauthorized penetration to our servers. As the security of information depends in part on the security of the device or network you use to communicate with us, and the security you use to protect your user IDs and passwords, please make sure to take appropriate measures to protect your Personal Data.

2.2. Retention of your Personal Data. In addition to the retention periods mentioned in Section 1 above, in some circumstances we may store your Personal Data for longer periods of time, for example: (i) where we are required to do so in accordance with legal, regulatory, tax or accounting requirements, or (ii) for us to have an accurate record of your dealings with us in the event of any complaints or challenges, or (iii) if we reasonably believe there is a prospect of litigation relating to your Personal Data or dealings.

3. HOW WE SHARE YOUR PERSONAL DATA

In addition to the recipients described in Section 1, we may share your Personal Data as follows:

- To the extent necessary, with regulators, to comply with all applicable laws, regulations and rules, and requests of law enforcement, regulatory and other governmental agencies or if required to do so by court order;
- If, in the future, we sell or transfer some or all of our business or assets to a third party, we will (to the minimum extent required) disclose Personal Data to a potential or actual third party purchaser of our business or assets. In the event that we are acquired by or merged with a third party entity, or in the event of bankruptcy or a comparable event, we reserve the right to transfer or assign Personal Data in our possession in connection with the foregoing events.
- Where you have provided your consent to us sharing the Personal Data (e.g., where you provide us with marketing consents or opt-in to optional additional services or functionality); and
- Where we receive requests for information from law enforcement or regulators, we carefully validate these requests before any Personal Data is disclosed.

4. ADDITIONAL INFORMATION REGARDING TRANSFERS OF PERSONAL DATA

Where we transfer your Personal Data outside of EU/EEA, for example to third parties who help provide our products and services, we will obtain contractual commitments from them to protect your Personal Data.

Some of these assurances are well recognized certification schemes like the EU - US Privacy Shield for the protection of Personal Data transferred from within the EU to the United States, or the EU commission's adequacy decisions, on the basis of article 45 of Regulation (EU) 2016/679 (also known as the "GDPR"), or other appropriate and applicable safeguards pursuant to Article 46 of the GDPR, or when a derogation pursuant to Article 49 of the GDPR applies.

We may also transfer your Personal Data, where we receive requests for information from law enforcement or regulators, we carefully validate these requests before any Personal Data is disclosed.

5. YOUR RIGHTS

The following rights (which may be subject to certain exemptions or derogations), shall apply to certain individuals (some of which only apply to individuals protected by the GDPR):

- You have a right to access information held about you. Your right of access is normally be exercised free of charge, however we reserve the right to charge an appropriate administrative fee where permitted by applicable law;
- You have the right to request that we amend any Personal Data we hold that it is inaccurate or misleading.
- You have the right to request the erasure of the Personal Data that relates to you. Please note that there may be circumstances in which we are required to retain your data, for example for the establishment, exercise or defense of legal claims;
- The right to object to or to request restriction of the processing. However, there may be circumstances in which we are legally entitled to refuse your request;
- The right to data portability. This means that you may have the right to receive your Personal Data in a structured, commonly used and machine-readable format, and that you have the right to transmit that data to another controller;
- You have the right to object to profiling;
- You have a right to lodge a complaint with your local data protection supervisory authority (i.e., your place of habitual residence, place of work or place of alleged infringement) at any time. We ask that you please attempt to resolve any issues with us before you contact your local supervisory authority
- The right to withdraw your consent. Please note that there may be circumstances in which we are entitled to continue processing your data, in particular if the processing is required to meet our legal and regulatory obligations.
- You also have a right to request details of the basis on which your Personal Data is transferred outside the European Economic Area, but you acknowledge that data transfer agreements may need to be partially redacted for reasons of commercial confidentiality.

Pursuant to Article 27 of the GDPR, we have appointed GDPR-Rep.eu as our representative in the EU. For more information, or if you want to exercise your rights, please visit :<https://gdpr-rep.eu/q/18192070>, or at:

GDPR-Rep.eu
Maetzler Rechtsanwalts GmbH & Co KG
Attorneys at Law
c/o Netspark LTD
Schellinggasse 3/10, 1010 Vienna, Austria.

Please add the following subject to all correspondence - GDPR-REP ID: 18192070.

6. USE BY CHILDREN

Our App is not intended to be purchased or administered by children. If you are under 18, you may not open an Account, or provide any Personal Data to us (whether through the App or otherwise). We do not knowingly collect Personal Data from, and/or about children.

7. HOW CAN I DELETE MY ACCOUNT?

Should you ever decide to delete your Account, you may do so by emailing us at: support@netsparkmobile.com. If you terminate your Account, any association between your Account and information we store will no longer be accessible through your Account.

8. LOG FILES

We may make use of log files. The information inside the log files includes internet protocol (IP) addresses, type of browser, Internet Service Provider (ISP), date/time stamp, referring/exit pages, clicked pages and any other information your browser may send to us. We may use such information to analyze trends, or administer our services.

9. COOKIES AND OTHER TRACKING TECHNOLOGIES

Our App may utilize "cookies", anonymous identifiers and other tracking technologies in order to for us to provide our App and present you with information that is customized for you. A "cookie" is a small text file that may be used, for example, to collect information about your activity while using our App. Certain cookies and other technologies may serve to recall Personal Data, such as an IP address, previously indicated by a user. Most browsers allow you to control cookies, including whether or not to accept them and how to remove them. You may set most browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser.

10. ANALYTIC TOOLS

- **Google Analytics.** The App may use a tool called “**Google Analytics**” to collect information about use of the App. Google Analytics collects information such as how often users visit a certain site, or what pages they visit when they do so. We use the information we get from Google Analytics to maintain and improve our App and our products. We do not combine the information collected through the use of Google Analytics with Personal Data. Google’s ability to use and share information collected by Google Analytics about your use of the App is restricted by the Google Analytics Terms of Service, available at <http://www.google.com/analytics/terms/us.html/>, and the Google Privacy Policy, available at <http://www.google.com/policies/privacy/>. You may learn more about how Google collects and processes data specifically in connection with Google Analytics at <http://www.google.com/policies/privacy/partners/>. You may prevent your data from being used by Google Analytics by downloading and installing the Google Analytics Opt-out Browser Add-on, available at <https://tools.google.com/dlpage/gaoptout/>.
- **Firebase Analytics.** We also use a similar tool called “**Google Analytics for Firebase**”. By enabling this tool, we enable the collection of data about App users, including via identifiers for mobile devices (including Android Advertising ID and Advertising Identifier for iOS), cookies and similar technologies. We use the information we get from Google Analytics for Firebase to maintain and improve our App(s). We do not facilitate the merging of personally-identifiable information with non-personally identifiable information unless we have robust notice of, and your prior affirmative (i.e., opt-in) consent to, that merger. In addition, we bring to your attention that that Google Analytics for Firebase’s terms (available at <https://firebase.google.com/terms/>) shall also apply.

11. CONTACT US

If you have any questions, concerns or complaints regarding our compliance with this notice and the data protection laws, or if you wish to exercise your rights, we encourage you to first contact us at support@netsparkmobile.com.
