



## 3verest Privacy Policy

Version: 20 May 2017

3verest adheres to strict privacy guidelines with respect to all individuals who we deal with and who use our services, provide personal information to the company via our Website, email us or call us. This statement details 3verest's methods of collection, storage, and usage of information.

### 1. DEFINITIONS

- "Visitor" or "you" means any individual or entity who visits 3verest' Website or uses 3verest's services, whether they are a customer or not.
- "Customer" means an individual who is a client of 3verest.
- "Data Controller" means a party or entity that determines the purposes and means of processing of Personal Information. A company functions as a Data Controller when it decides how such data is to be used and uses it accordingly.
- "Data Processor" means a party or entity that processes Personal Information on behalf of a Data Controller. With respect to Personal Information, processing includes collecting, recording, organizing, storing, adapting or altering, retrieving, consulting, using, disclosing by transmission, dissemination or otherwise making available, aligning or combining, blocking, erasing or destroying the information.
- "Personal Information" means any information or set of information that identifies or could be used by or on behalf of 3verest to identify an individual. Personal Information does not include information that is encoded or anonymised, or publicly available information that has not been combined with non-public Personal Information.
- "We", "us" or "the company" refers to 3verest.
- "Website" means 3verests' Website at [www.3verest.com](http://www.3verest.com)

### 2. THE INFORMATION WE COLLECT

#### A. PERSONAL INFORMATION

3verest collects Personal Information from Visitors and Customers via interactive tools, forms, emails and phone calls. 3verest only collects, stores, and uses Personal Information in accordance with this policy. Personal Information that may be collected by 3verest includes the following:

- individual names;
- company names;
- reasons for contacting 3verest;
- information regarding Visitors, Customers, and their companies;
- addresses, phone numbers, facsimile numbers and email addresses;
- product and service preferences;
- service orders and maintenance requests;
- billing and transaction information; and
- other information relevant to conducting business with 3verest or becoming a customer of 3verest.

#### B. OTHER INFORMATION

3verest also collects standard information from Visitors using automated tools. These automated tools collect information such as a Visitor's browser type and language, Internet service provider, Internet protocol (IP) address, access dates and times, Web pages viewed, search information, and other similar statistics. The automated tools used by 3verest to collect this information include, without limitation, Web beacons, cookies, embedded Web links and other commonly used information-gathering tools.

A Web beacon is an invisible file located on a Web page that is used to track a visitor's navigation of a Website. The Web beacon may communicate with your computer to determine, among other things, whether you have been to a page on 3verests' Website before or viewed a particular online advertisement.

· A cookie is a small data file saved on your computer by a Website that you visit. 3verest uses cookies to identify return visitors to its Website. You can set your browser to warn you before accepting cookies, and you can choose to refuse cookies by turning them off in your browser. You do not need to enable cookies in your browser to visit 3verests' Website.

· An embedded link is a link to a Web page that may be located in an email you receive from 3verest. If you click on an embedded link, 3verest may collect information about the interaction that follows, and this information could be connected to your identity. If you do not want 3verest to collect information about the links you click, you can opt to receive text-based emails or you can choose not to click links in an email from 3verest.

### 3. EXTERNAL LINKS

3verests' Website includes links to external Websites. Among other things, these links may lead you to white papers, reference articles, agency or authority Websites, press releases, customer Websites, and the Websites of 3verests' preferred vendors. 3verest does not transmit any Visitor information to these sites. 3verest has no control or authority over the privacy policies of any third parties. Visitors should read the privacy policy of any externally linked websites for more information.

### 4. USING THE INFORMATION WE COLLECT

The information we collect is used to provide services and products to Customers, process payments, diagnose problems with a Customer's hosting environment, provide access to secure areas of this Website, personalise a Visitor's experience on this Website, configure marketing and outreach programs, compile anonymous statistics for the purpose of improving the Website, track the number of times advertisements and emails are viewed, correspond with potential new customers (subject to their consent), and update services on a periodic basis.



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As a managed IT, cloud, networking and security services provider, 3verest occasionally provides log monitoring services to Customers. These services involve monitoring a Customer's data to ensure its integrity. This data is located in customer database and storage layers, and it may include Personal Information. 3verest does not use or have control over this information, and 3verest only stores logs that relate to its integrity but contain no Personal Information. 3verest is not responsible for how Customers process or use data within their environments.

### 5. DISCLOSING THE INFORMATION WE COLLECT

Except as otherwise provided in this privacy statement, Personal Information is for internal use and will not be communicated to a third party. Notwithstanding the foregoing, 3verest may disclose Personal Information under the following circumstances:

- 3verest may transfer a Customer's Personal Information to unaffiliated entities who provide products and services that complement those provided by 3verest. No Personal Information is disclosed to these entities without a Customer's prior consent. When data is transferred to such entities, it is handled in accordance with the Onward Transfer section below.
  - If 3verest, or substantially all of its assets are acquired, customer information will be one of the transferred assets.
  - 3verest will also release Personal Information when we believe its release is appropriate to comply with the law; to enforce or apply 3verests' acceptable use policy and other agreements; or to protect the rights, property, or safety of 3verest, our Customers, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.
- If 3verest otherwise desires to transfer information about you to third parties, you will first receive notice and the information will not be transferred without your prior consent.

### 6. ACCESS, INQUIRIES AND REVIEW

3verest will answer questions regarding the collection, storage and use of Personal Information that we collect from this Website. You may request that we correct, delete, or restrict the use of your information by contacting 3verest in writing via email at [info@3verest.com](mailto:info@3verest.com)

### 7. MINORS

3verest does not knowingly collect information from or about children under 13 years of age.

### 8. SENSITIVE INFORMATION

3verest does not collect Personal Information that reveals race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, views or activities, that concerns health or sex life, information about social security benefits, or information on criminal or administrative proceedings and sanctions other than in the context of pending proceedings.

### 9. 3VEREST AS A DATA PROCESSOR

3verest acts only as a Data Processor with respect to Personal Information that is collected, stored or used by its Customers. 3verests' sole function is to provide the limited technical support needed to run Customers' systems on 3verest' servers for the benefit of those Customers. Under the terms of each contract, 3verest is obligated to process the data only in accordance with instructions from each Customer and to provide an appropriate level of security for the data. Thus, 3verest is not required to apply the safe harbour principles to this information because the Data Controller in the European Union remains responsible for it *vis-à-vis* each respective individual in accordance with the relevant EU provisions (which may be more stringent than the equivalent Safe Harbor principles).

Since 3verest is a service provider acting as a Data Processor to its Customers (*i.e.*, by providing network, security and hardware infrastructure), this Privacy Policy does not cover Customer transactions or obligations within their networks. 3verest does not have the authority to access or use the Personal Information in these systems. Customers are responsible for following all necessary legal, corporate and ethical guidelines within their environments and 3verest cannot be held responsible for how clients use information received over their networks or transmitted over 3verests' network.

### 10. 3VEREST AS A DATA CONTROLLER

3verest only collects Personal Information from individuals on an at-will basis.

#### A. NOTICE

Where 3verest collects Personal Information directly from individuals in the European Union, before collecting the information it will inform them about the purposes for such collection, the types of non-agent third parties to which 3verest discloses that information, the choices and means, if any, 3verest offers individuals for limiting the use and disclosure of their Personal Information, and how to contact 3verest. Notice will be provided in clear and conspicuous language when individuals are first asked to provide Personal Information, or as soon thereafter as possible. In no event will 3verest use or disclose such information for a purpose other than that for which it was originally collected.

#### B. CHOICE

3verest collects Personal Information from Visitors who opt to provide the information to 3verest on its Website, meaning that 3verest does not collect Personal Information without first obtaining the individual's consent. 3verest will not proceed to collect data without the express ("opt-in") consent of the individual. Moreover, 3verest adheres to this Privacy Policy with respect to all such information.

#### C. ONWARD TRANSFER

3verest discloses Personal Information externally only as set forth in Section 5 above. 3verest takes all possible steps to ensure that its agents and partners respect and follow both the Safe Harbor and company privacy policy when handling data from EU individuals. For



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example, 3verest may have a contract obligating the agent or partner to provide at least the same level of protection as is required by the relevant Safe Harbor principles. 3verest is not responsible for agent or partner handling of Personal Information from EU individuals.

### **D. ACCESS**

3verest will answer questions regarding all Personal Information that we have collected. Upon request, 3verest will grant an individual access to his or her Personal Information, or correct, amend, or delete that information where it is inaccurate, 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.

### **E. SECURITY**

3verest takes comprehensive measures to ensure proper handling of EU individuals' data. These steps include employee training, periodic reviews, assessment and implementation of new (or applicable) technologies and purging of data, encryption, firewalls and restrictions on access. In addition, all personal data is located in data centre facilities with enhanced security features. All data is safeguarded to established security standards. Due to the nature of the Internet, however, 3verest cannot guarantee the security of personal data.

### **F. DATA INTEGRITY**

We take reasonable measures to ensure that any Personal Information collected is relevant for the purposes for which it is to be used. 3verest does not process Personal Information in a way that is incompatible with the purposes for which it has been collected or subsequently authorized by the individual. To the extent necessary for those purposes, steps to ensure that data is reliable for its intended use, accurate, complete, and current.

### **G. ENFORCEMENT**

3verest reviews and updates this Privacy Policy periodically. We also perform periodic audits to ensure that our processes adhere to this policy. Individuals with complaints or inquiries should contact us via email [info@3verest-group.com](mailto:info@3verest-group.com) or mail to one of our company locations. If a query or investigation is opened, 3verest will make all reasonable attempts to resolve the issue within the scope of this Privacy Policy.

3verest will cooperate with European Data Protection Authorities, the U.S. Department of Commerce, the U.S. Federal Trade Commission, relevant state or provincial agencies, and law enforcement and judicial authorities in investigating any privacy complaints or suspected violations of privacy laws or 3verests' Safe Harbor commitments, as well as in rectifying any noncompliant practices.

Employees or contractors who violate the terms of this Privacy Policy may be subject to disciplinary consequences up to and including termination of employment or termination or non-renewal of contract, in addition to any other legal measures that may be taken by 3verest, its clients, or the affected individuals and their representatives.

### **11. LIMITATIONS**

3verest is not responsible for how our Customers handle Personal Information. This policy is limited by applicable legal, regulatory, ethical, or public interest consideration, and as expressly permitted or required by any applicable law, rule, or regulation. In addition, 3verest reserves the right to disclose Personal Information reasonably related to the sale or disposition of all or part of its business.

### **12. CHANGES**

This Privacy Policy may be amended from time to time. All amendments will be consistent with the Safe Harbor principles and any future relevant changes to the Safe Harbor agreement.