

# Refresh Privacy Policy

**Last Updated:** May 22, 2018

This user privacy policy ("**User Policy**") describes the policies and procedures of Launchmetrics on the collection, use and disclosure of your information as a user of the services, features, content or applications we offer (the "**Services**"). It also explains the choices you have with respect to the information collected.

The Services include Events<sup>SM</sup> (allow Authorised Users to manage events by organising and sending invitations, tracking R.S.V.P.s, creating interactive seating charts, managing guest preferences and attendance and performing related functions), Samples<sup>SM</sup> (allow Authorised Users to track product samples, and produce reports), Contacts<sup>SM</sup> (allow Authorized Users to access the Radar Industry List, track and manage contact information and conduct contact mailings), and Galleries<sup>SM</sup> (allow Authorised Users to create public image galleries on GPS Radar or private image galleries, that can then be shared with viewers in an email containing a link to the relevant gallery).

When we refer to Launchmetrics we mean the Launchmetrics entity that acts as the Controller of your information.

When we refer to users ("**Users**") we mean all individuals who use the Services, including those users granted access to the Services via their employer or another company ("**Customer**").

When we refer to contacts ("**Contacts**") we mean the contacts that have been imported by a User or by Launchmetrics team member when explicitly requested by a User or by the Customer.

We receive information about you from various sources, including: (i) if you register for the Services, through your user account on the Services (your "Account"), and (ii) your use of the Services generally; and (iii) from third party websites and services. When you use the Services, you are consenting to the collection, transfer, manipulation, storage, disclosure and other uses of your information as described in this Privacy Policy.

Updates in this version of the User Policy reflect changes in data protection law. In addition, we have worked to make the User Policy clearer and more understandable.

To find more quickly the information you are looking for, please look at our table of contents:

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Please read this statement carefully to understand our policies and practices regarding your information and how we will treat it.

## What Does This Privacy Policy Cover?

This User Policy covers the treatment of personal data ("**Personal Information**") gathered when you are using or accessing the Services. This User Policy also covers our treatment of any Personal Information that our business partners (third parties like usage tracking tools to check the usage, communicate with our Users and improve the scenarios of the Services ) share with us or that we share with our business partners.

This User Policy does not apply to the practices of third parties that we do not own or control, including but not limited to any third party websites, services and applications ("**Third Party Services**") that you elect to access through the Service or to individuals that we do not manage or employ. While we attempt to facilitate access only to those Third Party Services that share our respect for your privacy, we cannot take responsibility for the content or privacy policies of those Third Party Services. We encourage you to carefully review the privacy policies of any Third Party Services you access.

In addition, a separate agreement governs delivery, access and use of the Services (the "**Service Provider Agreement**") and the processing of Customer Data.

## What Information Do We Collect and Receive?

The information we gather enables us to personalize, improve and continue to operate the Service. In connection with certain aspects of the Service, we may request, collect and/or display some of your Personal Information. We collect and receive Data and other information in different ways:

- **User Data or Account Information.** Authorized Users routinely submit User Data to Launchmetrics when using the Services.

An Account can either be created by us or a user on your end, for this you will provide us information that could be Personal Information, such as your **username, password, email**

**address, title, timezone and telephone number.** You acknowledge that this information may be personal to you, and by creating an account on the Services and providing Personal Information to us, you allow others, including us, to identify you and therefore may not be anonymous. We may use your account information to send you operational information about our Services. We reserve the right to contact you but only when we believe it is necessary, such as for account recovery, downtimes or security purposes.

Different Users of the same Customer account will have access to each others information.

- **Other information.** Launchmetrics also collects, generates and/or receives other information:

#### **I. Usage Information:**

- **IP address information and other information collected automatically**

We automatically receive and record information from your web browser when you interact with the Services, including your IP address and cookie information.

Generally, the Services automatically collect usage information, such as the number and frequency of visitors to the Services. We may use this data in aggregate form, that is, as a statistical measure, but not in a manner that would identify you personally. This type of aggregate data enables us and third parties authorized by us to figure out how often individuals use parts of the Services so that we can analyze and improve them.

- **Log Data**

As with most websites and technology services delivered over the Internet, our servers automatically collect information when you access or use our Services and record it in log files. This log data may include the Internet Protocol (IP) address, the address of the web page visited before using the Services, browser type and settings, the date and time the Services were used, information about browser configuration and plugins, language preferences and cookie data.

We collect log information (IP addresses or usernames or last login dates) for different reasons like:

- Detecting or preventing fraud, and unauthorised access;
- Help Users and address their needs while using the platform;
- Help Users to know who did what and when on their Account;
- Keep track of a reliable User point of contact among Customer Accounts and obtain information as soon as a contact is leaving;
- Keep improving our product in terms of features scope and security needs.

You will be able to define a log data "retention period". Based on your setting, logs will be automatically deleted if older than the period of time selected. Additionally, certain Users with the right privileges, have the ability to manually delete logs.

- **Device Identifiers**

When you access the Services by or through a mobile device (tablets only), we may access, collect, monitor and/or remotely store one or more "device identifiers," such as a universally unique identifier. Device identifiers are small data files or similar data structures stored on or associated with your mobile device, which uniquely identify your mobile device. A device identifier may be data stored in connection with the device hardware, data stored in connection with the device's operating system or other software, or data sent to the device by us. A device identifier may convey information to us about how you browse and use the the Services. This device identifier may remain persistently on your device, **for 24 hours**, to help you log in faster and enhance your navigation through the Services. You may also use the *remember me* feature that will enable you to easily access to the Services. Such identifier is kept **for 14 days**.

- **Aggregate Information**

We collect statistical information about how both unregistered and registered users, collectively, use the Services ("**Aggregate Information**"). Some of this information is derived from Personal Information. This statistical information is not Personal Information and cannot be tied back to you, your Account or your web browser, unless you give us the explicit agreement to do so.

## **II. Cookies Information:**

We use cookies and similar technologies in our Services that help us collect other information. The Services may also include cookies and similar tracking technologies of third parties, which may collect information about you via the Services and across other websites and online services.

Our cookies might, contain Personal Information (IP address), but we do not combine the general information collected through cookies with other Personal Information to tell us who you are. As noted, however, we do use cookies to identify that your web browser has accessed aspects of the Services.

We use persistent Cookies that help us remember your information and settings when you visit them in the future so you will not have to login again. These Cookies are kept **no longer than 13 months**.

If you do not want Cookies to be dropped on your device, you can adjust the setting of your Internet browser to reject the setting of all or some Cookies and to alert you when a Cookie is placed on your device. For further information about how to do so, please refer to your browser 'help' / 'tool' or 'edit' section or see [www.allaboutcookies.org](http://www.allaboutcookies.org). Please note that if you use your browser settings to block all Cookies (including strictly necessary Cookies) you may not be able to access or use all or parts or functionalities of our Services.

If you want to remove previously-stored Cookies, you can manually delete the Cookies at any time. However, this will not prevent the Services from placing further Cookies on your device unless and until you adjust your Internet browser setting as described above.

Below are pages describing these settings in more detail for each browser.

- [Chrome](#)

- [Firefox](#)
- [Internet Explorer 7 en 8](#)
- [Internet Explorer 9](#)
- [Safari](#)
- [Opera](#)

If you use multiple browsers (e.g. Internet Explorer, Google Chrome, Firefox, etc) you must repeat this procedure with each one, and if you connect to the web from multiple devices (e.g. from work and at home), then you will need to set your preferences on each browser on each device.

We strongly recommend that you leave cookies active, because they enable you to take advantage the most attractive features of the Services but this remains your personal choice.

For more information on the development of user-profiles and the use of targeting/advertising Cookies, please see [www.youronlinechoices.eu](http://www.youronlinechoices.eu) if you are located in Europe or [www.aboutads.info/choices](http://www.aboutads.info/choices) if in the United States.

## Third party data that you provide to us

In the course of using our Services you may also provide us with personal information about third parties, in particular information regarding Contacts that we do not hold on our Radar Industry List and which you may ask us to process on your behalf.

In this case, Launchmetrics is a Processor of your Data and you, as a User, are the Controller as we store your Contact Information, but you decide and are responsible for what happens to this data.

## How Do We Use The Data Collected?

Customer or User Data will be used by Launchmetrics in accordance with Customer or User instructions, including any applicable terms in the Service Provider Agreement and User's use of Services functionality, and as required by applicable law.

### **IP Address Information:**

While we collect and store IP address information, that information is not made public. We do at times, however, share this information with our partners, service providers and other persons with whom we conduct business, and as otherwise specified in this Privacy Policy. Although we offer inside Refresh several interfaces that might expose your IP address - such as the activity history, we will not directly reveal user email addresses to external users (users not belonging to your company).

### **Aggregate Information:**

We share Aggregate Information with our partners, service providers and other persons with whom we conduct business. We share this type of statistical data so that our partners

can understand how and how often people use our Services and their services or websites, which facilitates improving both their services and how our Services interface with them. In addition, these third parties may share with us non-private, aggregated or otherwise non Personal Information about you that they have independently developed or acquired.

**User Profile Information:**

User profile information including your username and other information you enter may be displayed to other users to facilitate user interaction within the Services. We will not directly reveal user email addresses to other users.

**Information Shared with Our Agents:**

We employ and contract with people and other entities that perform certain tasks on our behalf and who are under our control (our "Agents"). We may need to share Personal Information with our Agents in order to provide products or services to you. Unless we tell you differently, our Agents do not have any right to use Personal Information or other information we share with them beyond what is necessary to assist us. You hereby consent to our sharing of Personal Information with our Agents.

**Information Disclosed Pursuant to Business Transfers:**

In some cases, we may choose to buy or sell assets. In these types of transactions, user information is typically one of the transferred business assets. Moreover, if we, or substantially all of our assets, were acquired, or if we go out of business or enter bankruptcy, user information would be one of the assets that is transferred or acquired by a third party. You acknowledge that such transfers may occur, and that any acquirer of us or our assets may continue to use your Personal Information as set forth in this policy.

**Information Disclosed for Our Protection and the Protection of Others:**

We also reserve the right to access, read, preserve, and disclose any information as it reasonably believes is necessary to (i) satisfy any applicable law, regulation, legal process or governmental request, (ii) enforce these Terms of Service, including investigation of potential violations hereof, (iii) detect, prevent, or otherwise address fraud, security or technical issues, (iv) respond to user support requests, or (v) protect our rights, property or safety, our users and the public. This includes exchanging information with other companies and organizations for fraud protection and spam/malware prevention.

**Information We Share With Your Consent:**

Except as set forth above, you will be notified when your Personal Information may be shared with third parties, and will be able to prevent the sharing of this information.

## Is Information About Me Secured?

We work hard to secure your Personal Information from unauthorized access to or unauthorized processing, alteration, disclosure or destruction of Personal Data we hold by

taking appropriate Technical and Organisational Security Measures, having regard to the state of the technological development and the cost of implementing any measures where appropriate, for example, pseudonymisation and encryption of Personal Data.

Your Account information will be protected by a password for your privacy and security. You need to prevent unauthorized access to your Account and Personal Information by selecting and protecting your password appropriately and limiting access to your computer and browser by signing off after you have finished accessing your Account.

We seek to protect Account information to ensure that it is kept private; however, we cannot guarantee the security of any Account information. Unauthorized entry or use, hardware or software failure, and other factors, may compromise the security of user information at any time.

We otherwise store all of our information, including your IP address information, using industry-standard techniques. We do not guarantee or warrant that such techniques will prevent unauthorized access to information about you that we store, Personal Information or otherwise.

Where it is likely that a breach results in a risk to the rights and freedoms of individuals, we will notify the relevant supervisory authority within 72 hours of the becoming aware of it. This information can be provided in phases to facilitate a fast and efficient reporting.

Where a breach is likely to result in a high risk to the rights and freedoms of individuals, we will notify those concerned directly with the following information:

- The nature of the personal data breach including, where possible:
- the categories and approximate number of individuals concerned; and
- the categories and approximate number of personal data records concerned.
- The name and contact details of the data protection officer or other contact point where more information can be obtained.
- A description of the likely consequences of the personal data breach.
- A description of the measures taken, or proposed to be taken, to deal with the personal data breach and, where appropriate, of the measures taken to mitigate any possible adverse effects.

The servers that store your data have appropriate administrative, technical, and physical controls that are designed to safeguard your data, including industry-standard encryption technology.

If you have any questions or concerns regarding security using the Services, please send us a detailed message to [security@launchmetrics.com](mailto:security@launchmetrics.com). We will make every effort to answer your concerns.

## California Privacy Rights (for California residents)

Under California Civil Code sections 1798.83-1798.84, California residents are entitled to ask us for a notice identifying the categories of Personal Data that we share with our affiliates



and/or third parties for marketing purposes, and providing contact information for such affiliates and/or third parties. If you are a California resident and would like a copy of this notice, please submit a written request to the following address: 180 Varick Street, Suite 1128, New York NY 10014 USA.

## Your rights under GDPR (for EEA residents)

Under the General Data Protection Regulation (GDPR), Users have the right to ensure:

- we process your data fairly and lawfully within the consent you have provided us.
- your data is accurate.
- your data is secure.

Users can:

- ask confirmation of whether, and where, a Controller is processing Personal Data;
- ask us to provide details of the Personal Data we hold on you (information about the purposes of the processing, the categories of Data being processed, the categories of recipients with whom the Data may be shared, and obtain a copy of the Personal Data being processed (see the contact information below);
- know how long we keep your Personal Data;
- use your rights to erasure, to rectification, to restriction of processing and to object to processing, or to complaint to relevant authorities;
- obtain information regarding the source of the Data if the Data were not collected directly from you ; and
- obtain information about the existence of, and an explanation of the logic involved in, any automated processing that has a significant effect on you or other data subjects.

We will maintain complete and accurate records and information to demonstrate our compliance with our obligations under this Privacy Policy and also for audits conducted by you or on your behalf.

To exercise any of these rights, please contact us at [security@launchmetrics.com](mailto:security@launchmetrics.com) or by mail to Launchmetrics, 180 Varick Street, Suite 1128, New York NY 10014 USA, Attention: Privacy. We will respond to your request to change, correct, or delete your information within a reasonable timeframe and notify you of the action we have taken.

## How Long Do We Conserve Your Data?

Launchmetrics will retain User Data and Customer Data in accordance with a User's instructions, including any applicable terms in the Service Provider Agreement and User's use of Services functionality, and as required by Applicable Law. The Contact Information will be retained for the period needed to interact with User but no longer than 3 years and may be retained in an anonymised form thereafter. Which means you will not be able to be identified when the data is anonymised.



## What Happens When There are International Data Transfers?

We are a global organisation, as such, we may share information about you within Launchmetrics offices and with affiliates and transfer it to countries in the world where we do business in connection with the uses identified above and in accordance with this Privacy Policy.

In some cases, we use suppliers located in various countries to collect, use, analyse, and otherwise process information on its behalf. It is our practice to require such suppliers to handle information in a manner consistent with our policies and applicable laws.

For transfers of personal data outside of the EEA, we are making sure that any of these transfers are supported by the strict legal compliance of our suppliers to the GDPR. When necessary, compliance can be achieved if suppliers use an approved certification mechanism such as the EU-US Privacy Shield. This framework was developed to establish a way for companies to comply with data protection requirements when transferring personal data from the European Union to the United States.

We also offer EU Standard Contractual Clauses (also called Model Clauses), to meet the GDPR requirements for our customers who operate in the E.U.

## How do I Review or Change my Personal Data?

If you would like to review or change your Personal Data, we will deal promptly and appropriately with any inquiries unless we have to keep that information for legitimate business or legal purposes. However, if your requests are deemed to be excessive or complex a small fee may be charged and a time-period extension may apply.

You can contact us at: [security@launchmetrics.com](mailto:security@launchmetrics.com).

## How Can I Delete My Account?

Should you ever decide to delete your Account, you may do so by emailing [support@launchmetrics.com](mailto:support@launchmetrics.com) or your Account manager. If you terminate your Account, any association between your Account and information we store will no longer be accessible through your Account.

Please note that we will need to verify that you have the authority to delete the Account, and activity generated prior to deletion may remain stored by us for the period of time needed for us to conduct audits, comply with (and demonstrate compliance with) legal obligations, resolve disputes and enforce our agreements.

## What Happens When There Are Changes to this User Policy?

Although most changes are likely to be minor, Launchmetrics will occasionally update this User Policy to reflect user and customer feedback about the Services changes and clarifications will take effect immediately upon their posting. Launchmetrics encourages

you to periodically review this User Policy to be informed of how we are protecting your information and check for any changes. We have the sole discretion to modify this User Policy. If we make changes that materially alter your privacy rights, we will provide additional notice, such as via email or through the Services.

## **Do you have a Data Protection Officer?**

Yes, if you would like to communicate with our Data Protection Officer, please email: [dpo@launchmetrics.com](mailto:dpo@launchmetrics.com).

## **How to contact us?**

If you have any questions or concerns regarding privacy using the Services, please send us a detailed message to [support@Launchmetrics.com](mailto:support@Launchmetrics.com). We will make every effort to resolve your concerns.