

PRIVACY POLICY

TO ACHIEVE EXCELLENCE IN EVERYTHING WE DO

Schenck Process is committed to ensuring that your privacy is protected

To facilitate the use of our products and services, we collect and secure personal information, as detailed below.

WHAT WE COLLECT

Our hosted CONiQ Assist service retains the following account data:

- CONiQ Assist user name and password hash
- User's first name and last name
- User's email address and/or phone number
- User's CONiQ Assist video address (SIP URI) and encrypted SIP password
- User's list of CONiQ Assist Contacts
- Device types
- IP Addresses
- Host names
- Call history
- Call statistics
- Location data

Customer-created still images, audio, or video files may be stored on our CONiQ Assist Workspace servers at the discretion of the customer. Customers may also choose to

capture call media and store it locally on a CONiQ Assist endpoint. Customers have the option to disable still image capture and video/audio recordings on all endpoints. Customers assume all responsibility for the content stored on our CONiQ Assist servers. Insofar as Customers upload personal data, the customer is solely responsible for ensuring that this data may be uploaded lawfully. Customers shall ensure that no sensitive personal data is uploaded.

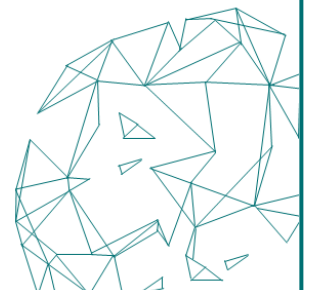
HOW INFORMATION IS USED

We collect and store this information to provide you with the CONiQ Assist service for the following reasons in particular:

- To facilitate CONiQ Assist sessions,
- To provide usage reporting information, and
- To perform troubleshooting and support of the CONiQ Assist platform.

SECURITY

We are committed to ensuring that your information is secure. To prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.





CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- you have the right to ask for a copy of your personal information and/or to request that we erase your personal information if you withdraw your consent.
- if you believe that the information we have is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

SHARING OF PERSONAL INFORMATION WITH THIRD PARTIES

Schenck Process may need to disclose your information within the Schenck Process Group to Librestream (our processor) or to another company in the delivery of our products and services. For example, we pass on your name and address to a courier company to complete a delivery. Schenck Process does not sell your personal information to any third parties.

Schenck Process may be required to disclose personal information in the event of a court order or operation of law.

PRIVACY CONCERNS AND QUESTIONS

For any concerns related to the privacy of the information you share with us, please contact us at next@schenckprocess.com