



Memo Privacy Statement

AntTail.Com
Oudeweg 32
2031 CC Haarlem
The Netherlands
info@AntTail.com

Subject: Privacy Statement
Version:1.0

1. Who we are

AntTail is committed to maintaining trust and confidence of the visitors of our website and service portals. We will not sell, trade or rent email lists with or from other companies for marketing purposes. In this Privacy Policy we will explain and inform you on when and why we collect personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

2. Types of data we collect for our website AntTail.com

Website Cookies

AntTail uses cookies to:

- identify users
- remember users' custom preferences
- help users complete tasks without having to re-enter information when browsing from one page to another or when visiting the site later.

We do not use cookies for online behavioural target advertising and to show adverts relevant to something that the user searched for in the past.

The information that cookies provide includes information about pages viewed and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details.

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Further details on how to disable cookies for the most popular browsers are set out below: -

For Microsoft Internet Explorer:

1. Choose the menu “tools” then “Internet Options”
2. Click on the “privacy” tab
3. Select the setting the appropriate setting

For Google Chrome:

1. Choose Settings> Advanced
2. Under "Privacy and security," click “Content settings”.
3. Click “Cookies”

For Safari:

1. Choose Preferences > Privacy
2. Click on “Remove all Website Data”

For Mozilla firefox:

1. Choose the menu “tools” then “Options”
2. Click on the icon “privacy”
3. Find the menu “cookie” and select the relevant options

If you disable cookies the website may not operate properly, depending on which cookies you switch off.

Google Analytics

When someone visits www.anttail.com we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Wifi

When you use Wi-Fi at our AntTail office we may collect data about:

- a) your device;
- b) the volume of data which you use;
- c) the websites and applications which you access; and
- d) your usage by access time, frequency and location.

Mailing Lists

AntTail may collect personal information as part of the registration process for our e-newsletter. We use that information to tell you about new developments, new services and general company information. We also use this information to contact you if we need to obtain or provide additional information and to check if our records are accurate. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails.

Third Parties

AntTail uses [Insightly](#) to maintain a customer information. It is used to contact and inform customers and to fulfil our responsibilities as a supplier (i.e. for order registrations, billing purposes). AntTail has a signed data processing agreement with Isightly.

3. Privacy data for AntTail services

The following AntTail sites and supporting mobile apps are in place:

- [Service.anttail.com](#)
- [Service-accp.anttail.com](#)
- [Monitorservice.anttail.com](#)
- [Calmservice.anttail.com](#)
- [Thermoking.anttail.com](#)
- [Apps.anttail.com](#)

To visit these AntTail Sites or supporting mobile apps we may need certain personally identifiable information (“Personal Data”) from you to set up a user account. When you provide Personal Data (name, e-mail, company) in order to register with AntTail, such Personal Data will be used in order to provide you with access to the requested products, services, content and/or information. We may also use the Personal Data to help us understand who is using our products and services and to help us manage business development activities.

We may also collect your Personal Data:

- When you contact us with your questions, comments, ideas, complaints, or communicate with AntTail. We may collect various information, depending on the manner in which you contact us (e.g. if you send us an email, we will collect your email address) and the reason for contacting us. In any case, we will collect your contact details to be able to respond and further communicate with you.
- When you submit a support ticket with AntTail: we will collect your first and last names and your contact details so we can respond to your report. You will also need to describe the problem that you have experienced with one of our services so we can take care of it. We strongly recommend you to not send us screenshots and/or attachments that contain production data of your applications, or any confidential or personal data, when you submit a support ticket with us.
- If you submit any Personal Data relating to other people to us in connection with our services or talent acquisition, you represent that you have the authority to do so and permit us to use the information in accordance with this Privacy Policy.

[Our Use and Disclosure of Your Personal Data and Other Information](#)

We may use your Personal Data:

- to respond to your inquiries and fulfill your requests.
- to send administrative information to you, for example, information regarding the services and changes to our terms, conditions and policies;
- for our business purposes, such as data analysis, audits, fraud monitoring and prevention, developing new products, enhancing, improving and modifying our services, identifying usage trends, determining the effectiveness of our services and operating and expanding our business activities; and
- as we believe to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal processes; (c) to respond to requests from public and government authorities including public and government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations and those of any of our affiliates; (f) to protect our rights, privacy, safety and property, and that of our affiliates, you and others; and (g) to allow us to pursue available remedies and limit the damages that we may sustain.

AntTail is not in the business of selling your Personal Data. We consider this information to be a vital part of our relationship with you. We may share your Personal Data with our

subsidiaries, affiliates and other related companies for purposes consistent with this Privacy Policy.

Security

Your Personal Data is treated as strictly confidential and we have taken appropriate technical and organizational security measures against loss and unlawful processing of such information.

If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please notify us immediately about the problem by contacting us.

4. Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Email your request to GDPR@anttail.com

In your request, please make clear what Personal Data you would like to have changed, whether you would like to have your Personal Data that you have provided to us suppressed from our database and, if applicable, let us know what limitations you would like to put on our use of your Personal Data that you have provided to us. For your protection, we may only implement requests with respect to the Personal Data associated with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable.

Please note that we may need to retain certain information for recordkeeping and compliance purposes. There may also be residual information that will remain within our databases and other records, which will not be removed.

5. Changes to this Privacy Notice

We may change our business and the AntTail Sites from time to time. As a result, at times it may be necessary for us to make changes to this Privacy Policy. We reserve the right to update or modify this Privacy Policy at any time and from time to time without prior notice. We recommend that you review this Privacy Policy regularly, so that you remain informed of any changes. Your continued use of the AntTail Sites after any changes or revisions to this Privacy Policy shall indicate your agreement with the terms of such revised policy.

This Privacy Policy was last updated on 12 November 2018.