

## SPIDTECH Privacy Policy

*Last updated: August 23, 2018*

## SPIDTECH Privacy Policy

SPIDTECH Structural Software Inc. (SPIDTECH) and its resellers respect your rights in terms of your privacy and personal information. This Privacy Policy explains how we collect, store, use, share, transfer, and retain personal information, as well as how you can access and update your personal information and choices.

It should be noted that the terms of this Privacy Policy are defined in Exhibit A of [SPIDTECH License and Services Agreement](#) on our website at [www.spidtech.com](http://www.spidtech.com).

If you have questions regarding this Privacy Policy, contact us through our ticketing system, by e-mail at [privacy@spidtech.com](mailto:privacy@spidtech.com), or by postal mail to the address below:

SPIDTECH Structural Software Inc.  
601 West Broadway Street  
Unit 400  
Vancouver, BC  
Canada, V5Z 4C2

### Coverage

This Privacy Policy is applicable worldwide and explains how SPIDTECH treats all its Licensee's personal information. Some other SPIDTECH Licensed Materials, however, may have their own privacy policies.

SPIDTECH does not control third party sites, including those that may offer SPIDTECH Licensed Materials, products, and services. SPIDTECH may link you to third party sites or provide social media features through its products, services, and websites that enable you to share information with your social networks and to interact with SPIDTECH on social media platforms, and your use of such other sites and platforms may enable them to place their own cookies or other files on your computer, collect data, or solicit personal information from you.

SPIDTECH does not assume responsibility for the privacy practices of third parties. Therefore, be sure to review the privacy policies of all websites or platforms that you visit so that you can understand their practices and your options.

### Information SPIDTECH collects

SPIDTECH collects both personal information and non-personal information.

“Personal information” is the information that identifies you personally and lets us contact you on- or off-line, including your name, e-mail address, postal address, telephone and fax numbers, and financial information (such as account or credit card number).

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"Non-personal information" is aggregated information, demographic information, technical information, and any other information that does not show your specific identity and which does not allow us to contact you.

SPIDTECH collects information in the following ways.

- **Information you provide to us**

We receive personal and non-personal information from you when you register for a product (including trial products) or service; create login credentials; e-mail, call, or send us postal mail, or complete and submit any web form on our website; interact with us through social media platforms; or submit an error report. Occasionally, however, you may provide us with third party personal information, so we assume that you have asked for and received the third party's permission to provide us their information.

- **Supplemental information**

We may supplement personal information you provide to us or that we collect with information from other commercially available sources that we deem credible, such as business contact databases. For example, this helps us maintain the accuracy of the information we collect and keep in our records.

- **Automatic data collection tools (including cookies)**

When you communicate with us, access SPIDTECH websites and services through a browser, application, or other client, our servers automatically collect and record certain information. These tools help make your visit to our website easier, more efficient and more valuable by recognizing you when you return and providing you with a customized experience. SPIDTECH may collect environmental variables and use automatic data collection tools such as cookies, embedded web links, and other technologies to collect information. These data collection tools collect standard information from your browser such as browser type, browser language, and the website address you came from when you visited our website. They may also collect information about your Internet Protocol (IP) address, and clickstream behavior (for example, the pages you view and the links you click), along with the date and time of your visit or request, and one or more cookies that may uniquely identify your browser or your account.

### **Storage and security of personal information**

We appreciate your trust in SPIDTECH by sharing your personal information with us, and we are committed to protecting it. We utilize a combination of security technologies, procedures, and organizational measures to help protect your personal information from unauthorized access, use, or disclosure. For example, when we transfer sensitive personal data (for example, credit card information) over the Internet, we protect it using PayPal standards. SPIDTECH does its best to implement reasonable safeguard to ensure no problem arises regarding information security issues, however, despite our efforts, no method of transmission over the Internet, or method of electronic storage is 100% secure, and we cannot ensure or warrant the security of any information you transmit to us, we transmit to you or that we store.

You also have an important role to play in securing your personal information. Please do not send us sensitive information through e-mail. Create strong passwords. Keep passwords secure, change

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passwords often, and use a secure browser. Also, remember to sign out of your SPIDTECH account and close your browser window when you have finished your work.

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), you must immediately notify us of the problem by contacting us in accordance with this Privacy Policy. Please see the “Contact us” section below.

### **SPIDTECH’S use of personal information**

The primary purpose for collecting and using personal information is to provide you with an efficient, positive, and personalized user experience. In most cases, the more specific information you provide, the better we are able to personalize your experience with SPIDTECH.

We may aggregate personal information in a manner such that the end result is non-personal information -- for example, by using personal information to calculate the percentage of our users who live in a particular country or to get a better understanding of our subscriber base by analyzing on an aggregate basis our users' demographics, interests, and behavior. Because the result does not identify you or any other user specifically, this is non-personal information and we may use it for any purpose, including sharing it with third parties.

Sometimes we combine personal information with non-personal information. Examples include combining your name with your geographic location (for example Asia) or your e-mail with your industry (media and entertainment). When we combine personal information with non-personal information, we treat the combined information as personal information as long as it is combined and used together.

You note and agree that we may use your personal information in the following ways to:

- Process orders and deliver a product or provide a service you have requested.
- Conduct credit checks, determine appropriate payment terms and enter into contracts with you.
- Meet contract obligations.
- Provide you with product registration, activation, and technical and customer support.
- Allow you to create sign on credentials, personal profiles, and view protected content.
- Provide and administer promotions you enter such as a contest, sweepstakes, or other promotional activity.
- Conduct questionnaires and surveys in order to provide better products and services to our customers and end users. Your completion of any questionnaire or survey is voluntary.
- Support recruitment inquiries.
- Send you communications of interest that you have requested, such as e-mails or SMS (text) messages about SPIDTECH, our products and services, targeted marketing, and promotional offers, all subject to your communication choices. You may also change to withdraw marketing permissions.

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- Send you operational communications, such as service packs, or product or service notices communicating actions you should take regarding a product or service you have registered and/or purchased.
- Forward information you select to another individual who you believe is interested in receiving the information.
- Customize, measure and improve our products, services, content, and advertising.
- Personalize your overall experience with SPIDTECH, our websites, products, and services.
- Transfer your information within SPIDTECH companies and to authorized Third Parties.

### **Sharing of personal information**

We may share your personal information within SPIDTECH or any of our subsidiary companies worldwide for purposes of data processing or storage and to guide decisions about their products, services, and communications. Nevertheless, SPIDTECH is the party responsible for the management of the jointly-used personal information.

Unless SPIDTECH has your permission to do so, we do not rent, sell, share, or trade your personal information to third parties for their direct marketing purposes.

By submitting your personal information to us, you agree that your personal information may be shared with and transferred to third parties under the following circumstances:

### **Authorized Third Parties**

We may share your personal information, including personal information we have combined with other information, with authorized third parties (such as our business partners, service providers, resellers, authorized third-party agents or contractors) who help with our business operations, including the storage and processing of personal information for the uses listed in this Privacy Policy. Examples include fulfilling orders, sending communications, removing repetitive personal information from customer lists, ensuring accuracy of personal information, analyzing data and providing related services, providing marketing assistance, and processing credit card payments. We require that Authorized Third Parties to agree to implement reasonable safeguards to protect the personal information, and to use the personal information only for the purposes for which it was provided.

### **Channel partners and other business partners**

As noted above, we may work with other companies, such as channel partners (including distributors and resellers), who sell our product licenses and services. Provided that you submit personal information to SPIDTECH in order to evaluate, request information about purchasing, and/or to purchase a product or service that is offered by a channel partner or another company with whom we have a relationship, we may share your personal information with that company so the company can process your request (for example, supply, maintain, renew or service the products or services that you requested) and you may be contacted by the company. We may combine non-personal information with the personal information shared in order to help personalize your experience. We require any such company to agree to implement reasonable safeguards to protect the personal information, and to use the personal information only for the

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purposes for which it was provided. SPIDTECH IS NOT RESPONSIBLE OR LIABLE FOR THE USE OF PERSONAL INFORMATION ABOUT YOU BY SUCH COMPANIES.

### **Legal compliance**

We may disclose your personal information to comply with applicable laws, legal processes, or court orders, and/or to establish or exercise our legal rights or defend against legal claims.

### **Safety and enforcement of rights**

We may disclose personal information and other information available to us when we believe, in our sole discretion, disclosure is necessary or appropriate in order to investigate, prevent, or take action (including action outside your country of residence) regarding: illegal activities; suspected fraud; brand and other intellectual property protection matters (such as gray market sales or use of SPIDTECH's trademarks without a license); situations involving potential threats to the physical safety of any person; violations of SPIDTECH's terms of service; violations of end user license agreements; or as otherwise required by law (including laws outside your country of residence).

### **Merger, bankruptcy and other transactions**

If SPIDTECH should merge with another company, file for bankruptcy, or if SPIDTECH should decide to sell or reorganize some parts or all of its business, we may disclose your personal information to prospective or actual purchasers. We may also share personal information about you with our consultants and advisors (such as accountants and lawyers) in connection with such transactions. **WE ARE NOT RESPONSIBLE FOR THE USE OF ANY PERSONAL INFORMATION YOU OPENLY DISCLOSE THROUGH YOUR USE OF THE WEBSITE OR SERVICES.** If you post or provide comments, for example in a discussion forum, blog, or community area on a SPIDTECH website, please remember that the personal and other information you provide there will be made broadly available to others, and can be read, collected, or used by other users, potentially inside or outside SPIDTECH. We urge you to exercise discretion and caution when deciding to disclose personal information about you, or any other information, in such areas.

Each participant's comments are his or her own and should not be considered as reflecting the opinion of SPIDTECH. From time to time we may post customer testimonials, comments, and reviews which may contain personal information including name, title, and photograph. We do obtain the customer's consent prior to posting personal information with their testimonial.

### **Transfer of personal information**

We may transfer, use, and store personal information about you to SPIDTECH in Canada or other countries, to any SPIDTECH subsidiary worldwide, or to Authorized Third Parties acting on our behalf. If you are visiting from the European Union or other regions with laws governing data collection and use, please note that you are agreeing to the transfer of your personal information to Canada to SPIDTECH and to other countries where SPIDTECH, and Authorized Third Parties acting on our behalf, operate, the privacy laws of which may be less strict than those of your country. By providing your personal information you fully understand and unambiguously consent to the transfer, processing, and storage of such information as described in this Privacy Policy.

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### Retention and deletion of personal information

We will retain personal information about you only as long as we need it to honor your choices, fulfill the purposes described in this Privacy Policy, or as required or permitted by applicable laws and regulations. For example, certain laws and regulations may require us to retain certain transactional data. We take reasonable measures to destroy or permanently de-identify personal information in a secure manner when it is no longer required. For example, when the information is printed on paper, we take reasonable measures to delete or destroy it by shredding or incineration; where the information is stored electronically, we use technical means to render the information unusable.

### How to access and update your personal information and choices

We want to be sure the personal information we maintain is accurate, complete and up to date. You may have the right under applicable data protection laws to access the personal information that SPIDTECH keeps for you, except in certain limited circumstances (for example, where an applicable law requires us to deny such access).

To request access to your personal information, contact us through our ticketing system, by e-mail at [privacy@spidtech.com](mailto:privacy@spidtech.com), or by postal mail to the address below:

SPIDTECH Structural Software Inc.  
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Unit 400  
Vancouver, BC  
Canada, V5Z 4C2

### SPIDTECH ID

SPIDTECH provides a single sign-in account that enables you to sign in one time and use a single user ID and password to access multiple SPIDTECH websites (your “SPIDTECH ID”). You can access and update your SPIDTECH ID profile by logging in and following the relevant online links or instructions. To update or edit your information, change password, or make use of other services, log in to the service with your SPIDTECH ID and follow the links or instructions. Please contact us (see [contact us](#) below) if you should experience any problem.

### Marketing preferences (SPIDTECH)

You can access and update our personal information and preferences, or unsubscribe from SPIDTECH marketing communications, using our webform, or follow the unsubscribe instructions in communications you receive. Please be aware that when you opt out of receiving certain marketing communications, it may affect your access to the products or services you have chosen to receive from SPIDTECH, where accepting the communications is a condition of receiving access to the products or services.

### Other issues

If these links do not address your access or choice needs, you can contact us through our ticketing system, by e-mail at [privacy@spidtech.com](mailto:privacy@spidtech.com), or by postal mail to the address below:

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Please include your contact information, the name of the SPIDTECH product, or any service about which you are contacting us, and a detailed description of your specific request. We will comply with your request as soon as reasonably practicable.

### **Privacy Policy updates**

By visiting our websites and using our products and services, you agree to be bound by the terms and conditions of this Privacy Policy. If you do not agree, please do not use or access SPIDTECH websites, products, or services.

We reserve the right to change this Privacy Policy from time to time, and may do so at our discretion, consistent with applicable laws. Check the “last updated” section at the top of this Privacy Policy to check on the last time the Privacy Policy was changed.

If we decide to make material changes to our Privacy Policy, we will notify you and other users by placing a notice on [www.spidtech.com](http://www.spidtech.com) and/or by sending you a notice to the e-mail address (if any) we have on file for you. We may supplement this process by sending notices through our products and services and on other SPIDTECH websites. The revised Privacy Policy will supersede and replace any previous privacy policies or statements effective as of the date on which it is posted. You should periodically check [www.spidtech.com](http://www.spidtech.com) and this Privacy Policy for updates.

### **Automatic data collection tools**

As is common with websites, SPIDTECH and our service providers may use “cookies,” “pixel tags,” “web beacons,” “clear GIFs,” or other similar technologies in connection with website pages and HTML-formatted e-mail messages to, among other things, track the actions of website users and e-mail recipients, determine the success of marketing campaigns, compile aggregate statistics about website usage and response rates and make it easier for you to navigate our website or better personalize your experience with us, for example by not requiring you to submit login credentials repeatedly or by showing you content targeted to your interests.

A “cookie” is a commonly used automated data collection tool. A cookie is a small amount of data that is sent to a browser from a web server and gets saved on the hard drive of the computer that you are using. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to automatically decline cookies, or to be given the choice of declining or accepting the transfer of a particular cookie, or cookies from a particular web site, to your computer. If you choose to reject all cookies, however, you will be unable to use those SPIDTECH services that require registration or customization in order to participate. If you choose to accept cookies from us and our service providers, you are granting us and our service providers your consent to set cookies on your computer.

### **Internet Protocol (IP) address**

Your Internet Protocol (IP) address is a number that is automatically assigned to the computer that you are using by your Internet Service Provider (ISP). Depending on your service provider, your IP address may be “variable,” which means you are assigned a different IP address each

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time you connect to the Internet. IP addresses are assigned to countries in blocks, so even if your IP address is variable we can determine the country with which your IP address is associated.

### **Contact us**

SPIDTECH regularly reviews its compliance with this Privacy Policy, including as new products and services are developed. Please note that parts of this Privacy Policy may not apply to you if you are in a country or region where certain products or services might not be offered. If you have questions regarding this Privacy Policy, please contact us using our webform, by e-mail at [privacy@spidtech.com](mailto:privacy@spidtech.com), or by postal mail:

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