SAPIENCE ANALYTICS PRIVACY AND COOKIE POLICY

PRIVACY POLICY

Sapience Analytics maintains the following privacy policy. This privacy policy will explain how our organization uses personal data collected from the users of the Sapience Platform.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
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What data do we collect?

The Sapience Platform collects the following data:

- DomainID
- Domain Name
- Email address
- Time Zone settings
- Application Name
- Application Version
- URL
- Window Title
- Meeting Information

- Time Spent (Work Information) – Sapience Vue utilizes "Lens collector" to process this data as a feature
- Machine Name
- Machine OS
- Network Name
- Network IP address

If we store your PII in a record system designed to retrieve information about you by personal identifier (name, email address, phone number, etc.), so that we may contact you, or within our products, we will safeguard the information you provide to us in accordance to our internal controls that align with General Data Protection Regulation (GDPR), and industry standard security practices.

How do we collect your data?

You directly provide Sapience Analytics with the data the Sapience Lens data collector. This collector is installed on endpoints which collects data when you use your workstation based on the active application or window you are currently using. Data is sent encrypted into the Sapience cloud environment for processing.

How will we use your data?

You directly provide Sapience Analytics with the data we collect within the Sapience Platform. While using the Sapience Analytics Platform (https://portal.sapienceanalytics.com) and its links, certain information about your visit can be collected. We automatically collect the following types of information about your visit:

- Domain from which you access the internet
- IP address (an IP address is a number that is automatically assigned to a computer when surfing the internet)
- Date and time of your visit
- Content you visited or downloaded

The Sapience Platform collects your data so that we can:

- Provide means of measuring workforce data to end-users
- Provide means of analyzing workforce data to end-users
- Provide means of presenting workforce data to end-users

How do we store your data?

Sapience Analytics securely stores your data within our cloud environment hosted at Microsoft Azure. No personal data is shared with any third party or with Microsoft Azure.

Sapience maintains physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of personal customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you. It is important for you to protect against unauthorized access to your password and to your computers, devices, and applications. Be sure to sign off when finished using a shared computer.

What about marketing?

Sapience Analytics does not conduct targeted advertising based on data collected from the Sapience Platform and does not share collected Platform data with other third parties for any advertising or other marketing related purposes.

What are your data protection rights?

Sapience Analytics would like to make sure that you are fully aware of all your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request that Sapience Analytics erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that Sapience Analytics restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to Sapience Analytics' the processing of your personal data, under certain conditions.

- The right to data portability – You have the right to request that Sapience Analytics transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one calendar month to respond to you. If you would like to exercise any of these rights, please contact us at https://sapienceanalytics.com/contact-us/.

Sharing Personal Data with Third Parties

Sapience may share Personal Data with affiliates, as well as with Sapience's service providers, who process Personal Data on Sapience's behalf, and who agree to use the Personal Data only to assist Sapience in providing the Sapience Platform or as required by law. Sapience third parties provide:

- Cloud hosting, data consolidation and streaming
- Authentication as a Service

Some of these third parties may be located outside of the European Union, the European Economic Area (EEA), or Switzerland. However, before transferring your Personal Data to these third parties, Sapience will require the third party to maintain at least the same level of privacy and security for your Personal Data as Sapience. Sapience remains liable for the protection of your Personal Data within the scope of Sapience's DPF certification.

Lawful Requests from Public Authorities

If a lawful request is made by a public authority, Sapience Analytics may disclose Personal Data to meet national security or law enforcement requirements. This includes Sapience Analytics being subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC).

Privacy Complaints and Dispute Resolution

If a privacy complaint or dispute relating to Personal Data received by Sapience Analytics Corporation in reliance on the Data Privacy Framework (or any of its predecessors) cannot be resolved through our internal processes, we have agreed to participate in the VeraSafe Data Privacy Framework Dispute Resolution Procedure. Subject to the terms of the VeraSafe Data Privacy Framework Dispute Resolution Procedure, VeraSafe will provide appropriate recourse free of charge to you. To file a complaint with VeraSafe and participate in the VeraSafe Data Privacy Framework Dispute Resolution Procedure, please submit the required information here: https://www.verasafe.com/privacy-services/dispute-resolution/submit-dispute/.

Binding Arbitration

If your dispute or complaint related to your Personal Data that we received in reliance on the Data Privacy Framework cannot be resolved by us, nor through the dispute resolution mechanism mentioned above, you may have the right to require that we enter into binding arbitration with you under the Data Privacy Framework "Recourse, Enforcement and Liability" Principle and Annex I of the Data Privacy Framework.

Affirmative Commitment

Sapience Analytics complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF) and the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) as set forth by the U.S. Department of Commerce. Sapience Analytics has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles) with regard to the processing of personal data received from the European Union and the United Kingdom in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF. Sapience Analytics has certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. Data Privacy Framework Principles (Swiss-U.S. DPF Principles) with regard to the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. If there is any conflict between the terms in this privacy policy and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles

shall govern. To learn more about the Data Privacy Framework (DPF) Program, and to view our certification, please visit https://www.dataprivacyframework.gov/.

COOKIE POLICY

This is the Cookie Policy for Sapience, accessible here and on and the Sapience Platform.

What Are Cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it, and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the site's functionality.

What Are Cookies?

Cookies are small bits of data (information) stored as plain text files on a user's computer through the website browser. Cookies are also called HTTP Cookies because they can be transmitted only through HTTP.

Cookies are necessary so that most websites work properly. A basic website can function without serving cookies, but most websites need some cookies stored on the user's computer so that the website remembers the user's language preference and other preferences.

Cookies are created and stored on the user's computer when the user's browser loads a particular website. The website sends information to the browser which then creates a text file, known as a "cookie". Every time the user goes back to the same website, the browser

retrieves and sends this "cookie" file to the website.

Types of Cookies
There are multiple types or categories of cookies:

- **Session Cookies**
  Session Cookies are temporary cookies stored in the user's browser memory just until the browser is closed. When the browser is closed, these cookies are deleted.

- **Persistent Cookies**
  Persistent Cookies are cookies that have no expiration.

How to Disable Cookies

How to Disable Cookies on Chrome
To disable cookies on Chrome, please follow these instructions:

1. Open Chrome
2. Click More and then click Settings
3. Click Advanced
4. Click Site Settings under the "Privacy and Settings" tab
5. Click Cookies

How to Disable Cookies on Safari
To disable cookies on Safari, please follow these instructions:

1. Open Safari
2. Click the Safari Menu and then click Preferences
3. Click on the Privacy tab
4. Choose Block cookies so that you can block cookies

How to Disable Cookies on Edge
To disable cookies on Edge, please follow these instructions:

1. Open Microsoft Edge
2. Click the More menu and then click Settings
3. Click View Advanced Settings
4. Click the Cookies item
5. Select Block All Cookies

How to Disable Cookies on Opera

To disable cookies on Firefox, please follow these instructions:

1. Open Opera
2. Click the Open Menu and go to Settings
3. Click Preferences
4. Select the Advanced tab
5. Select "Never accept cookies" at the "Cookies" item

How to Disable Cookies on Safari mobile

To disable cookies on Firefox, please follow these instructions:

1. Open Safari
2. Click the Open Menu and go to Settings
3. Click Preferences
4. Select the Advanced tab
5. Select "Never accept cookies" at the "Cookies" item

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the

functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore it is recommended that you do not disable cookies.

The Cookies We Set

- **Account related cookies** – If you create an account with us then we will use cookies for the management of the signup process and general administration. These cookies will usually be deleted when you log out however in some cases they may remain afterward to remember your site preferences when logged out.
- **Login related cookies** – We use cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.
- **Site preferences cookies** – In order to provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences, we need to set cookies so that this information can be called whenever you interact with a page that is affected by your preferences.

Third-Party Cookies
In some special cases, we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

Third-party analytics are used to track and measure usage of this site so that we can continue to produce engaging content. These cookies may track things such as how long you spend on the site or pages you visit which helps us to understand how we can improve the site for you.

More Information
If you are still looking for more information, please contact us at https://sapienceanalytics.com/contact-us/

Necessary	Always Enabled

Necessary cookies are absolutely essential for the website to function properly. This category only includes cookies that ensure basic functionalities and security features of the website. These cookies do not store any personal information.

Non-Necessary	

Any cookie that may not be particularly necessary for the website to function and is used specifically to collect user personal data via analytics, other embedded contents are termed as non-necessary cookies. It is mandatory to procure user consent prior to running these cookies on your website.