

Sapience Analytics Privacy Policy

DECEMBER 09, 2025

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OVERVIEW

This Privacy Policy describes how Sapience Analytics Pvt. Ltd. collects, uses, stores, and protects personal data obtained through the Sapience Platform, including data processed via SapienceIQ and IQ Sync. Sapience Analytics is committed to safeguarding personal information in accordance with applicable laws, including the General Data Protection Regulation (GDPR) and industry-standard security practices.

INFORMATION WE COLLECT

The Sapience Platform may collect the following categories of information:

Platform and User Information

- DomainID
- Domain Name
- Email Address
- Time Zone Settings

Application and Activity Data

- Application Name
- Application Version
- URLs accessed
- Window Titles
- Meeting Information
- Time Spent (work activity) collected via IQ Sync
- Machine Name and Operating System
- Network Name
- Network IP Address

When personal data is stored in systems designed to retrieve information by personal identifiers (such as name, email, or phone number), Sapience Analytics safeguards this information through strict internal controls aligned with General Data Protection Regulation (GDPR) and industry standard security practices.

HOW WE COLLECT DATA

Data is collected in the following ways:

Direct Collection from Users

Users provide information when accessing or interacting with the Sapience Platform.

Automated Collection via IQ Sync

IQ Sync is installed on user endpoints and collects activity data based on active applications, windows, or meeting activity. Data is encrypted and securely transmitted to Sapience's cloud environment for processing.

Automatic Logging on the Sapience Platform Website

When users access the Sapience Platform (<https://portal.sapienceanalytics.com>), system logs automatically capture:

- Domain used to access the Internet

- IP address
- Date and time of visit
- Pages viewed or files downloaded

HOW WE USE YOUR DATA

Sapience Analytics uses collected data to deliver and improve platform functionality, including:

- Measuring workforce activity metrics
- Providing analytics and insights to end-users
- Presenting workforce data through dashboards, reports, and visualizations
- Supporting operational, diagnostic, and performance monitoring of the platform

No collected personal information is shared with third parties for advertising or marketing purposes.

DATA STORAGE AND SECURITY

Sapience Analytics stores data securely within its cloud environment hosted on Microsoft Azure. Personal data is not shared with Microsoft Azure or any unrelated third party.

Sapience maintains physical, electronic, and procedural safeguards to protect all customer information. Identity verification may be required before personal data is disclosed. Users are responsible for ensuring the security of their own credentials, devices, and sessions, including logging out from shared devices.

MARKETING

Sapience Analytics does not conduct targeted advertising and does not share personal data with third parties for marketing purposes.

YOUR DATA PROTECTION RIGHTS

Sapience Analytics ensures that users are aware of their data protection rights. Under certain conditions, every user has the right to:

- Access their personal data
- Request correction of inaccurate information
- Request erasure of their data
- Restrict processing
- Object to processing
- Request data portability

Requests will be addressed within one calendar month.

To exercise these rights, contact Sapience Analytics at:

<https://sapienceanalytics.com/contact-us/>

SHARING PERSONAL DATA WITH THIRD PARTIES

Sapience may share personal data only with trusted affiliates and service providers that process data on its behalf for purposes such as:

- Cloud hosting and data streaming
- Authentication services

Some service providers may operate outside the European Union, EEA, or Switzerland. Sapience requires all such parties to maintain privacy and security protections consistent with Sapience's own standards. Sapience remains responsible for safeguarding your data under the Data Privacy Framework (DPF).

LAWFUL REQUESTS FROM PUBLIC AUTHORITIES

Sapience Analytics may disclose personal data when legally required to do so for national security, law enforcement, or regulatory compliance. Sapience is subject to the enforcement authority of the U.S. Federal Trade Commission (FTC).

PRIVACY COMPLAINTS AND DISPUTE RESOLUTION

If a privacy complaint relating to data received under the Data Privacy Framework cannot be resolved internally, Sapience participates in the VeraSafe Data Privacy Framework Dispute Resolution Procedure.

More information and complaint submission:

<https://www.verasafe.com/privacy-services/dispute-resolution/submit-dispute/>

If a complaint remains unresolved, users may be eligible for binding arbitration under the Recourse, Enforcement, and Liability Principle of the DPF.

AFFIRMATIVE COMMITMENT TO THE DATA PRIVACY FRAMEWORK

Sapience Analytics complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework. Sapience has certified adherence to all applicable DPF Principles concerning personal data received from the EU, UK, and Switzerland.

More information and certification details:

<https://www.dataprivacyframework.gov/>

COOKIE POLICY

1. What Are Cookies

Cookies are small text files stored on a user's device to enable websites to function effectively and enhance user experience. When a user returns to a website, their browser provides these stored cookies to the site.

2. Types of Cookies

- Session Cookies
Temporary cookies that are deleted when the browser is closed.

- Persistent Cookies
Cookies that remain stored until deleted manually or expired.

3. How We Use Cookies

Sapience uses cookies to ensure proper functionality and improve user experience. These include:

- Account management cookies
- Login session cookies
- Site preference cookies

Some third-party analytics cookies may be used to measure usage trends and improve content.

Disabling cookies may affect website functionality.

4. Managing Cookies

Users may disable cookies in their browser settings. Instructions vary by browser such as Chrome, Safari, Edge, Opera, or Firefox.

5. Necessary vs Non-Necessary Cookies

Necessary cookies ensure core site operations.

Non-necessary cookies include analytics or embedded content that require user consent.

CONTACT INFORMATION

For additional information about this Privacy or Cookie Policy, contact Sapience Analytics at:

<https://sapienceanalytics.com/contact-us/>