

Udex Software Privacy Policy

Updated March 2020

Udex Software LLC (“Udex Software”, “Udex”, “UdexOne”) is committed to protecting the privacy of visitors to our websites (“Visitors”) and individuals who register to use the Udex Services on behalf of Udex’ Customers (“Users”) (collectively “you” and “your”). This Privacy Policy applies to data provided on or through the Udex websites located at UdexOne.com, Udex.us, 360feedback.udex.us, caeshare360.com, ezreview.com, udexsoftware.com, udex360.com, or any other domain owned by Udex, the Udex web application(s) and mobile application(s) owned and operated by Udex Software, and the services offered by Udex Software through the websites and apps (collectively the “Services”). This Privacy Policy describes Udex Software’s privacy practices relating to the use of Udex Software’s website, apps and Services. It also describes the choices available to you regarding the use of your personal information and how you can access and update this information. The use of information collected through the Udex Services shall be limited to the purposes of providing the Services for which the User or Customer has engaged Udex and as otherwise described in this Privacy Policy.

IF YOU ARE AN EMPLOYEE OF A CUSTOMER THAT USES THE UDEX SERVICES, THIS PRIVACY POLICY DOES NOT APPLY TO YOU OR YOUR USE OF THE SERVICES. PLEASE REFER TO YOUR EMPLOYER’S PRIVACY POLICY, WHICH APPLIES TO THE COLLECTION, USE, PROCESSING AND RETENTION OF YOUR PERSONAL INFORMATION. INDIVIDUAL EMPLOYEES OF UDEX CUSTOMERS WHO SEEK ACCESS TO THEIR DATA, OR WHO SEEK TO CORRECT, AMEND, OR DELETE INACCURATE DATA SHOULD DIRECT THEIR REQUESTS TO THEIR EMPLOYERS WHO ARE UDEX CUSTOMERS. UDEX CUSTOMERS ARE ABLE TO REMOVE AND UPDATE PERSONAL INFORMATION AND DATA WITHOUT UDEX SOFTWARE’S INVOLVEMENT.

How Information Is Used

1. When a User registers with Udex for Services, information is needed such as the User’s name, company name, business address, telephone number(s), and email address. A billing address and credit card information are also required. When a Visitor contacts Udex and/or requests information, we collect the Visitor’s email address and other contact information so that we may fulfill the Visitor’s request. Some information provided to Udex may individually identify a Visitor or User, and that information may be referred to in this Privacy Policy as “Personal Information.”
2. Udex uses information, including Personal Information, provided by you to provide the Services and for business purposes such as processing and fulfilling orders, billing, service improvement, research, marketing, and for other general purposes. Udex may share information, other than Personal Information, with third parties for business and marketing purposes.
3. Udex will not make your Personal Information available to any other parties except as provided in this Privacy Policy. We will not sell, rent, exchange, or share your Personal Information with third parties without permission from you.
4. Udex will share your information, including Personal Information, in order to respond to investigations, court orders, legal process, or to investigate, prevent or take action regarding illegal activities, suspected fraud, or situations involving potential threats to the physical safety of any person, violations of Udex Software’s Terms of Service, or as otherwise required by law.

5. If Udex is involved in a merger, acquisition, or sale of all or a portion of its assets, your Personal Information may be transferred to the acquiring person or entity and you will be notified via email and/or prominent notice on our website of any change in ownership or uses of your Personal Information, as well as any choices you may have regarding your Personal Information. The security of your Personal Information is important to Udex, and all your Personal Information remains private and confidential. We follow generally accepted standards to protect Personal Information submitted to Udex, both during transmission and upon receiving it. When you enter sensitive information (such as credit card number), on Udex order forms, the transmission of that information is encrypted using secure socket layer technology (SSL). No method of transmission over the Internet, or method of electronic storage, however, is 100% secure. Therefore, we cannot guarantee its absolute security. If you have any questions about security on our website, the Udex web application owned and operated by Udex Software, or the services offered by Udex through the website and apps, please contact us. Udex and its representatives will never request your account credentials, unless required to provide Services and only if you agree to provide your account credentials. You should never share your Udex account information with anyone else, including your username and password. We recommend that you use a unique password for your Udex account that is not associated with other websites. You should check your Udex account regularly to ensure that your Personal Information has not been tampered with or altered. Any suspicious activity regarding your account, including automated messages or calls from parties you cannot identify, should be reported to your site administrator and Udex.
6. Udex may send a welcome email to email account holders for billing purposes, and at times will send Udex service-related announcements via email, in-app notifications, or text messages. You cannot opt out of service-related announcements if you are an account holder as this is part of the Udex Services. If you wish to subscribe to Udex newsletters or other training and marketing materials, we will use your name and email address to send the newsletters or other materials to you. You may choose to stop receiving newsletters or marketing emails from Udex by following the unsubscribe instructions included in each of the emails, or you may contact us.
7. You may correct, update, amend, or delete/remove Personal Information by making the change on our member information page, our contact page, by email, by telephone or postal mail at the contact information listed below. If you no longer wish to use Udex Services, you may deactivate the Services by contacting us by telephone or email at the contact information listed below, or through the respective App Stores. We will respond to your requests regarding changes to Personal Information or Service changes within 30 days of your call or receipt of your request. We will retain your information for as long as your account is active or as needed to provide you with the Services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.
8. Udex uses a technology called “cookies” to store session information. A cookie is a small amount of data, which often includes an anonymous unique identifier, which is sent to your browser from a website’s computers and stored on your computer’s hard drive. We may use both session ID cookies and persistent cookies. A session ID cookie expires when you close your browser. We may use Session Cookies to track your Login status. This cookie is only ever transmitted over HTTPS. A persistent cookie remains on your hard drive for an extended period. We may use Persistent Cookies to determine from where you were referred to our website, as

well as the last user ID that you used to log in. Udex may set and access Udex cookies on our computer; cookies are required to use the Udex Services. You can remove persistent cookies by following directions provided in your internet browser's "help" directory. If you reject cookies, you may still use the Udex site, but your ability to use some areas of the site may be limited. The use of cookies by our partners and affiliates is not covered by this Privacy Policy. Udex does not have access or control over those cookies. Our partners and affiliates use session ID and persistent cookies to better gauge interest in our products. Currently, various browsers offer a "do not track" or "DNT" option which sends a signal to websites' visited by a user about the user's browser DNT preference setting. Udex does not currently respond to browsers' DNT signals with respect to the website, in part, because no common industry standard for DNT has been adopted by industry groups, technology companies or regulators including no consistent standard of interpreting user intent. Udex takes privacy and meaningful choice seriously and will make efforts to continue to monitor developments around DNT browser technology and the implementation of a standard.

9. Like most websites, Udex gathers certain information automatically and stores it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information, which does not identify individual users, to analyze trends, to administer the site, to track Visitors' and Users' movements around the website and to gather demographic information about our user base. We link this automatically collected data to Personal Information. IP addresses are tied to Personal Information to better gauge our Visitors' and Users' needs and provide specific information to best serve them.
10. We may partner with third party ad networks to manage our advertising on other sites. Our ad network partners use cookies and Web beacons to collect non-personally identifiable information about your activities on this and other websites to provide you targeted advertising based on upon your interests. If you wish to not have this information used for serving you targeted ads, you may opt-out by contacting us. We may use other third-party providers to publish ads on this site. When you view or click on an ad, a cookie will be set to help better provide advertisements that may be of interest to you on this and other websites. You may opt-out of the use of these cookies by contacting us.
11. The Udex websites may include links to other websites whose privacy practices may differ from those of Udex Software. If you submit information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit.
12. The Udex websites may offer publicly accessible blogs or community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your Personal Information from our blog or community forum, contact us. In some cases, we may not be able to remove your Personal Information, in which case we will let you know if we are unable to do so and why.
13. We display testimonials of customers on our websites in addition to other endorsements. With your consent, we may post your testimonial along with your name. If you wish to update or delete your testimonial, you can contact us.
14. The Udex websites may include Social Media Features, such as the Facebook Like button and widgets, such as the Share This button or interactive mini programs that run on our site. These

features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social Media Features and widgets are either hosted by a third party or hosted directly on our website. Your interactions with these features are governed by the privacy policy of the company providing it.

15. Udex Software may update this Privacy Policy from time to time and will notify account holders of significant changes in the way we treat any Personal Information, by sending a notice to the primary email address specified in your Udex account. We may also place a prominent notice on our website. If we make any material changes we will notify you by mail (sent to the e-mail address specified in your account) or by means of a notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.
16. **Legal Basis for Processing Personal Information (EEA and UK Persons Only):**
If you are located in the EEA or UK, our legal basis for collecting and using the Personal Information described above will depend on the Personal Information concerned and the specific context in which we collect it. However, we will normally collect and use Personal Information from you where the processing is in our legitimate interests and not overridden by your data-protection interests or fundamental rights and freedoms. Our legitimate interests are described in more detail in this privacy policy in the sections above titled "Use of Personal Information", but they typically include improving, maintaining, providing, and enhancing our technology, products, and services; ensuring the security of the Service and our Udex websites and apps; and supporting our marketing activities. If you are a User, we may need the Personal Information to perform a contract with you. In some limited cases, we may also have a legal obligation to collect Personal Information from you. If we ask you to provide Personal Information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your Personal Information is mandatory or not, as well as of the possible consequences if you do not provide your Personal Information. Where required by law, we will collect Personal Information only where we have your consent to do so. If you have questions or need further information concerning the legal basis on which we collect and use your Personal Information, please contact us using the contact details provided in the "Questions" section below.
17. For questions related to this Privacy Policy, contact admin@UdexOne.com, or at:
Udex Software LLC
101 Church Street, Suite 14
Los Gatos, CA 95030
Phone: 1-888-217-7770

Information Related to Data Collected through the Udex Software Services:

Udex collects information under the direction of its Customers, and Udex has no direct relationship with the individuals whose personal data it processes.

HIPAA Compliance Statement:

For privacy information related to the Health Insurance Portability and Accountability Act ("HIPAA") and the treatment of any Protected Health Information ("PHI") within CareShare360 or

any other Udex Services, please see the Udex CareShare360 HIPAA Compliance Statement found on the CareShare360.com website.

California Privacy:

The California Consumer Privacy Act (“CCPA”) provides consumers with specific rights regarding their Personal Information. You have the right to request that businesses subject to the CCPA (which may include our Users with whom you have a relationship) disclose certain information to you about their collection and use of your Personal Information over the past 12 months. In addition, you have the right to ask such businesses to delete Personal Information collected from you, subject to certain exceptions. If the business sells Personal Information, you have a right to opt-out of that sale. Finally, a business cannot discriminate against you for exercising a CCPA right.

When offering services to its Users, Udex acts as a “service provider” under the CCPA and our receipt and collection of any consumer Personal Information is completed on behalf of our Users in order for us to provide the Service. Please direct any requests for access or deletion of your Personal Information under the CCPA to the User with whom you have a direct relationship.

Consistent with California law, if you choose to exercise your applicable CCPA rights, we won’t charge you different prices or provide you a different quality of services. If we ever offer a financial incentive or product enhancement that is contingent upon you providing your Personal Information, we will not do so unless the benefits to you are reasonably related to the value of the Personal Information that you provide to us.

Choice:

If you are an employee of a Udex Customer and would no longer like to be involved with one of our Customers that use our Services, please contact the Customer with whom you interact.

Service Provider, Sub-Processors/Onward Transfer:

Udex may transfer Personal Information to companies that help us provide our Services. To the extent applicable, such transfers are covered by the provisions in this Privacy Policy regarding notice and choice and the service agreements with our Customers. Ionos SiteAnalytics is an example of such Service Provider. With SiteAnalytics, Tracking and logging are enabled by default. The data is determined either by a pixel or by a log file. IONOS SiteAnalytics does not use cookies to protect personal data. IONOS does not store any personal data of website visitors, so that no conclusions can be drawn about the individual visitors. The following data is collected:

- Referrer (previously visited website)
- Requested website or file
- Browser type and browser version
- Operating system used
- Device type used
- Time of access

- IP address in anonymized form (used only to determine the location of access)

In IONOS SiteAnalytics, data is collected exclusively for statistical evaluation and technical optimization of the website. No data will be passed on to third parties.

Access to Data Controlled by our Customers:

Udex Software has no direct relationship with the individuals whose personal data it processes. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate data should direct his/her request to the applicable Udex Customer (the data controller). The Customer is able to remove the data without Udex' involvement. However, if the Customer requests Udex to remove the data, we will respond to their request within 30 business days.

Data Retention:

Udex will retain Personal Information we process on behalf of our Customers for as long as needed to provide services to our Customers. Udex will retain and use this Personal Information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

All Users of our online services are subject to this Privacy Policy and agree to be bound by Terms of Service. Please review.

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