



Privacy Policy
Effective: November 26, 2018

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Who We Are

Encompass Technologies Development, Inc. including its corporate affiliates, is a provider of Software as a Service enterprise resource planning (“ERP”) systems and services including voice services, mobile applications, fleet tracking, customer relationship management (“CRM”), warehouse management system (“WMS”), warehouse control systems (“WCS”) and collaboration tools. We also provide programmatic modules delivered via platform APIs and SDKs which enable our customers to incorporate these services into their own applications to serve their customers. All of the services, tools and modules Encompass provides are referred to in this Policy as “Encompass Products.”

Throughout this Policy “Encompass”, “Encompass Technologies”, “we”, “us”, or “our” are references to Encompass Technologies Development, Inc. and its corporate affiliates. Our corporate affiliates include, but are not limited to, Block One Technologies, Giant International Software Station, YingFang, and Encompass Technologies International.

Throughout this Policy, “Customer” or “Subscriber” refers to the customers of Encompass.

Throughout this Policy, “you”, “your” refer to our current and prospective business customers or subscribers, as well as their customers and those who visit our websites.

Throughout this Policy, “Personal Data” means information or data relating to an identified or identifiable natural person who is identifiable directly or indirectly by one or more pieces of data that indicate their identity.

This Privacy Policy applies to the processing of Personal Data collected by us when you:

- Visit our public websites: www.encompass8.com, www.e8.co, www.e8t.co, www.blockone.com;
- Interact with our support site: support.encompass8.com
- Visit our branded social media pages;
- Receive communications from us via email, phone, eChat, or text; and
- Register for webinars, events, or trainings.

DISCLAIMER: This Policy only relates to the collection, maintenance and use of Personal Data collected by Encompass Technologies from its Subscribers. **Encompass is NOT responsible for, and this Policy does not apply to the collection, maintenance or use of Personal Data collected by our Subscribers, who may collect Personal Data from their customers while using Encompass Products in the course of conducting business.** Please refer to Subscribers’ privacy policies to understand their privacy practices. If you provide to us any Personal Data relating to other individuals, including your customers or employees, you represent that you have the authority to do so and permit us to use the Personal Data in accordance with this Privacy Statement. If you believe that your Personal Data has been provided to us improperly, or to otherwise exercise your

rights relating to your Personal Data, please contact us by using the information in the “Contact Us” section, below.

If you do not agree with this Privacy Policy, do not access or use our Products or interact with our business. This Privacy Policy does not apply to Personal Data collected by websites or applications created by our Customers to run on or with our Products.

What Information We Collect

- **Information you provide directly to us:** When you subscribe to our mailings, register for our webinars, subscribe to or use our services, use the “Contact Us” button on our websites, submit support Tasks, call for Support as part of your subscription, or request us to contact you, we may ask for certain personal information such as your name, address, email address, telephone number, company name, photo, job title, documentation about the issue you are calling about, or screenshots. When you contact us on the phone, your calls may be recorded and/or monitored for quality assurance and training purposes.
- **Information we collect when you visit our websites:** When you visit our websites we collect information about your interactions with our ads or content such as your IP address, using cookies and other tracking technologies in order to focus our marketing efforts and direct target marketing efforts to you.
- **Information from third parties:**
 - Information provided via Social Media applications: If you access our services or pages via your account on a third party service such as Facebook, Google, LinkedIn, or Twitter, certain Personal Data from those third-party social media services may be shared with us. We may use this information for marketing communications or to enhance our services. You can control this data sharing via options in your social media accounts.
 - Lead and applicant information: When you express interest in Encompass via the “Contact Us” features on our websites or by applying for positions via our career webpage or third party recruiting sites, we may obtain Personal Data supplied by you or the third-party recruiter, which we may retain and use for marketing and/or recruiting efforts.
 - Online help usage: When you utilize our embedded online help system, we may gather Personal Data such as username, IP address, location, and search strings to help us target and improve our online help experience.
- **Information collected in connection with your use of our Products**
 - Communications usage information: This includes information about your communications delivered via our platform such as the time and duration of usage,

source and destination identifiers, completion status, location, IP address, and amount of usage.

- Communication content: As part of delivering communications features in our Products (such as tasks, echats, and voice calls), we need to be able to handle and store the content of those messages, tasks, and calls. This includes voicemails and call recordings recorded by our Products.
- Device Information: If you are accessing our websites or interacting with our Products from a smartphone or computer (handheld or otherwise) we may collect device-specific information including but not limited to: hardware model, operating system and version, firmware versions, browser information, device and network configuration, device identifier, IP address, device performance, telemetry, mobile and wireless network information. We may also collect information from your device about your usage such as pages and files you viewed, your searches and date/timestamps of your usage. We use the device information we collect to deliver and improve our Products as well as provide security and for proper functioning of our Products.
- Mobile Device camera, microphone and photos: If you use certain features of our Products on your mobile device that require a camera or microphone, we may access your mobile device camera, microphone, or saved photos in order to deliver that feature or service.
- Location information: If you use certain features of our Products that require GPS information, we may collect location information through IP address, GPS or other sessions that might provide us with information on nearby devices, WiFi access points and/or cell towers.
- Fleet Telematics Information: If you use certain Fleet Tracking features of our Products we collect GPS vehicle location data, engine and diagnostic data, and mapping information. GPS coordinates can be anonymously provided to a third party service provider to obtain mapping information without identifying a particular vehicle, Customer, or driver. We only process Personal Data about a vehicle operator when the Customer enters the driver's Personal Data into our Product or into the third party partner fleet tracking application.
- Cookies, Web Beacons and other tracking technologies: We use cookies and similar technologies such as web beacons, tags, and Javascript to compile information about your usage of our websites and your interactions with emails from us. When you visit our websites, we or an authorized third party may place a cookie in your browser which collects information about your online page visits over time. We use both session-based and persistent cookies. Session-based cookies exist only during one session and disappear when you close your browser or turn off your computer. Persistent cookies remain on your device after you close your browser or turn off your computer.

You can control the use of cookies at the individual browser level, but choosing to disable cookies may limit your use of certain features or functions of our websites or Products.

We also use web beacons in our websites and emails to notify us when you click a link in an email that directs you to one of our websites. This information is used to tune and focus our marketing efforts.

Why We Collect Personal Data

We collect, process and use your Personal Data:

- to manage your user account if you are a Subscriber, or an employee or a customer of a Subscriber;
- to perform the applicable terms of our service agreements, subscription agreements or statements of work with you as a Subscriber for the use of our Products;
- to verify proper usage of our Products and enforce the terms and conditions of our contractual obligations;
- to plan and host events, trainings, and webinars for which you have registered or that you attend, and to send related communications to you;
- to fulfill your requests for information if you complete a “Contact Us” form;
- to communicate with you if you call us or complete a “Contact Us” form or submit a Support request or task;
- as to Personal Data comprising financial information, to collect payments from you for the use of our Products and perform our contractual obligations with you. As part of a Subscriber’s use of our Products, we may use your customer’s financial information to process payments on your behalf;
- to analyze usage trends and track usage of our websites and Products;
- to research, develop, and improve our websites and Products;
- to investigate suspicious activity, enforce our terms and policies and ensure and improve the safety and security of our Products and websites;
- to send you targeted marketing information, Product recommendations, newsletters, and information about promotions or events for our legitimate interest in conducting direct marketing or to the extent you have provide your consent to receive such communications;
- to create and preserve backups of information to be used in the event of disaster recovery, corruption of data or disruption or loss of servers or other hosting systems;
- to assist in processing your job application if you apply for a position with us.

If we have not entered into a contract with you, we base the processing of your Personal Data on our legitimate interest in providing you with content you access and request or, if you are a Subscriber’s customer or employee, to provide you and the Subscriber with services through our

Products. If you are a Subscriber's customer or employee, you must contact the Subscriber to exercise your rights related to your Personal Data.

We may collect, process and disclose Personal Data when cooperating with public and government authorities, courts, or regulators in accordance with your or our legal obligations under applicable laws; to protect our rights; or as necessary for our legitimate interest in protecting against misuse or abuse of our websites, protecting personal property or safety, pursuing remedies available to us, mitigating or limiting our damages, complying with judicial proceedings, court orders, or legal processes, or to respond to lawful requests.

If you fail to provide required Personal Data we need to collect and process by law or under a contractual obligation we have entered into with you, our performance of our contractual obligations may be excused.

Subject to your opting out of the receipt of communications from us by contacting us (see info in the Contact Us section of this Policy) or using opt out/unsubscribe instructions set forth in marketing emails from us, by providing your contact information to us, you consent to receive email messages, text messages, echats, and postal mail, including those of a promotional nature from Encompass. Where local law permits, you consent to receive phone calls from Encompass and its affiliates, even if your phone number is listed on "do not call" registries.

At this time, we do not knowingly conduct business in the EU or with residents of the EU or EEA.

Who We Share Information With

We may share your Personal Data with the following entities:

- **Third party service providers:** These are service providers engaged by us who may provide us with services including but not limited to: IT and system administration and hosting, credit card processing, recruiting or employment assistance, telecommunication or fleet tracking platform services, research and analytics, marketing and customer support. We do not allow these service providers to use Personal Data other than to provide services to or for us.
- **Third party websites:** Our Products and websites may include links that direct you to other websites or services whose privacy practices differ from ours and are not controlled by this Policy. We do not share Personal Data we have collected with these third party websites. If you submit information to any of those third party sites, your information is governed by their privacy policies, not by Encompass's Policy.
- **Event sponsors:** If you attend an event or webinar organized by us we may share your personal data with event sponsors. You consent to such sharing via the registration form.

In these situations, use of your Personal Data is governed by the sponsor's privacy policy, not this Policy.

- **Third party social media networks, advertising networks and websites:** Your Personal Data is shared with these entities so that we may provide targeted marketing to you on third party platforms and websites. These entities may use your Personal Data other than to provide targeting marketing, in which case the use is controlled by the third party's privacy policies.
- **Professional advisors:** We may share Personal Data with advisors including lawyers, bankers, auditors, and insurers based in countries in which we operate, who provide consultancy, banking, legal, insurance, and accounting services, to the extent your Personal Data is relevant to the services such advisors provide to us.
- **Courts, Regulatory Authorities and Legal Personnel:** We may share Personal Data, to the extent that we are legally obliged to share such Personal Data pursuant to laws, rules, regulations, subpoenas or orders or to prosecute or defend against claims, and the further use and disclosure of shared Personal Data is governed by the laws and regulations that control the courts, regulatory authorities and legal personnel;
- **Business Entities:** If we are involved in a merger, reorganization, dissolution or other fundamental corporate change, if we sell a website or business unit, or if all or a portion of our business is acquired by a third party business entity, we may share your Personal Data with that third party as part of due diligence, but subject to appropriate obligations of confidentiality. In accordance with applicable laws, we will use reasonable efforts to notify you of any transfer of Personal Data to an unaffiliated third party.

How We Protect Your Information

Encompass has implemented administrative, physical, and technical safeguards to help protect the Personal Data that we collect, transmit and maintain through the methods we have described above, or through the use of our Products. However, no system or product can provide a 100% guarantee of security--especially a Product that relies upon the public internet for the receipt and transmission of information. By participating in the various ways we collect Personal Data as outlined in this Policy, you acknowledge and accept the risk that third parties may gain unauthorized access to your Personal Data. Remember that if you are using our Products, you are responsible for any activity under your account using your account password or other credentials.

How We Store Your Information

How long we keep your data: We may retain your information for a period of time consistent with the original purpose of collection. We determine the appropriate retention period for Personal Data based on the amount, nature, and sensitivity of the Personal Data being processed, the potential risk of harm from unauthorized use or disclosure of your Personal Data and whether we can achieve the purposes of the processing through other means, as well as on the basis of applicable legal requirements. In addition, we routinely create backups of data, including Personal

Data, as part of our services for use in the event of data corruption, service interruption or disaster recovery. Access to these data backups is restricted to a limited group of Encompass personnel. Other than as specified in this section, after the expiration of the applicable retention periods, your Personal Data will be deleted. Personal Data captured in routine data backups cannot be readily identified or isolated, and is not deleted, even if a request for deletion of the original data is made. If there is any Personal Data, such as Personal Data in data backups, that we are unable, for technical reasons, to delete entirely from our systems, we will put in place reasonable and appropriate measures to prevent any further use of such Personal Data. If you have questions about retention durations for specific data, please use the Contact Us information below to submit your question.

Where we store your data: Personal Data collected and processed by Encompass is primarily stored on cloud computers currently hosted by Amazon Web Services situated in the United States. Personal Data may also be stored on computers of our employees and affiliates in the US, China, and the Philippines as part of normal support operations.

Your Rights Regarding your Personal Data

You have certain rights relating to your Personal Data, subject to local, state, national, and international data protection laws. Your rights may include the following. In order to exercise these rights, please use the Contact Us information contained in this Policy.

Right to access: We will reasonably honor written requests to access your Personal Data, by documenting what Personal Data we have and how to view and/or maintain it, if possible through our Products.

Right to rectification: We will reasonably honor written requests to update or maintain your Personal Data such as name, email, address and billing information. You are responsible for ensuring that your account information is current and accurate.

Right to erasure/right to be forgotten: You can request deletion of your Encompass accounts, and the information contained therein, by contacting us. Certain data associated with that account may nonetheless remain on Encompass servers in backup files or in aggregated or anonymized forms. Also, data that we are required by law to maintain will not be deleted. If you request deletion of your Encompass account data, we may no longer be able to provide you with access to Encompass Products and Services.

Right to restriction of processing/Opt Out: Where the collection or processing of your Personal Data by us is based on consent, you have the right to withdraw that consent without detriment (other than the potential loss of access to our Products and Services) at any time by contacting us. If you do not want your Personal Data used by Encompass for direct marketing or shared with third parties for their own marketing use, you can opt out by contacting us even if you've

previously consented to such use. If we use your Personal Data by sending you marketing or support communications, you may manage your receipt of marketing and non-transactional emails by clicking the Unsubscribe option at the bottom of such emails.

Right to data portability: You may also request a copy of your Personal Data held directly by Encompass. To request a copy of Personal Data held in our systems by the Subscriber, you must contact the Subscriber.

You may exercise the above rights at any time by contacting us as outlined in the Contact Us section of this Policy.

Authorized registered users may update their user settings, profile, and registrations by logging into their accounts and editing their settings or profiles.

To update your billing information, discontinue your account or request return/deletion of your data, please contact us as outlined in the Contact Us section of this document.

Your rights relating to Subscriber data

As described in this Policy we also process Personal Data in the role of a processor. If your data has been submitted to us by an Encompass Subscriber and you wish to exercise any rights you may have under the applicable data protection laws, please contact the applicable Subscriber directly. Because we may only access a Subscriber's data upon instruction from that Subscriber, if you wish to make your request directly to us, please provide to us the name of the Encompass Subscriber who submitted your data to us. We will refer your request to that Subscriber and await their instructions.

In our role as a processor, your Personal Data will not be sold or shared with anyone other than our Subscriber or as outlined in this Policy.

Other Information

Information from children: Encompass does not sell products or services for purchase by children and we do not knowingly solicit or collect Personal Data from children under the age of eighteen. If you believe that a minor has disclosed Personal Data to Encompass, please contact us.

Changes to this privacy policy: We will update this Policy at times to reflect changes in our practices. If we do, we will update the effective date at the top of this Policy. If we make an update, we will post a notice on our website or by contacting you use the email address you've provided or via our platform or websites.

Contact Us

To exercise your rights regarding your Personal Data, or if you have questions regarding this Policy or our practices, please contact us at:

Encompass Technologies Development Inc.
ATTN: Dev Ops Manager
420 Linden Street, Suite 200
Fort Collins, CO 80524
Email: privacy@encompass8.com

We are committed to the security and privacy of your data and to providing a fair resolution of any complaint or concern about privacy.