Privacy Policy (Websites and Software Products)

Privacy Policy for MDT Software, Inc.
(Compliant with the European Union's General Data Protection Regulation (GDPR) provisions)

Privacy Policy for MDT Websites

This statement discloses the privacy practices for the MDT Software websites and informs you about:

- what personally identifiable information is collected;

- what organization is collecting the information;

- how the information is used and disclosed to third parties;

- what choices are available to you regarding collection, use, distribution, and correction of the information; and

- what kind of security procedures are in place to protect the loss, misuse or alteration of information under the company's control.

"Personal information" is information that would allow someone to identify or contact you, including, for example, your full name, address, telephone number, email address and company name.

This Privacy Policy is incorporated into and subject to the terms of our Terms of Use at www.MDT-Software.com/termsofuse and you agree to be bound by its terms and conditions. This policy only addresses our activities from our servers. Other sites (including those that we link to) may have their own policies, which we do not control, and thus are not addressed by this policy.

Introduction
To provide you with the best possible service, MDT Software from time to time may ask for personal information. This policy is to make you aware as to who is collecting the information, what type of information is gathered and tracked, what the information is for, and with whom the information is shared.

Attention: www.MDT-Software.com is the main home page to MDT Software, which has the general privacy policy for the MDT website. Other MDT websites include www.MDTautosave.com, www.autosave4sp.com and www.autosave4systemplatform.com, and are also bound by this Privacy Policy. This policy illustrates customer information that could be collected throughout our websites. It is possible that not all personal information outlined in this policy will be used, but we want you to be aware of our policy and understand our procedures.

Information Gathered and How it is Used
There are areas in which you can browse on the MDT websites without giving us personal information. There are, however, certain elective areas of our websites where, prior to entry, you will be asked for personal information. All information gathered on the non-secure areas of the website are done through forms that the user voluntarily fills out to request information (i.e. request for MDT to contact the user; have technical datasheets, case studies or white papers sent to the user.) This information will be used by MDT Software to correspond with you to supply you with requested information. MDT only gathers information, and corresponds, with individuals as representatives of a company and therefore, requires a company name and email on these forms. As all correspondence from MDT is on a business-to-business basis, MDT will at times send individuals (that have shared their information on a form) information on related products and services. Recipients of these communications will always be given the option to opt-out of future communications.

Emails sent to support@mdt-software.com or support@mdtsoft.com will create a ticket in our support system. These tickets capture and retain the email address of the sender, as well as any signature block or other contact information included in the sender's emails. Each reply from MDT and response by the initiator of the ticket (or other contributors involved in the ticket resolution) is retained by our systems for future reference. The personally identifiable information captured by our ticket system is not exported for marketing purposes, or shared, except as described in the following section.

Users that register with MDT to access secure areas of our websites (MDT customers and partners) will submit personal data only as needed to provide the user with goods and services, such as:

a) Assessing an application for a product or service, including considering whether or not to offer you the product or service, the price, the risk of doing so, availability of payment method and the terms
b) Managing the product or service you have with us
c) Updating your records, tracing your whereabouts and recovering debt
d) Managing and supporting any aspect of the product or service
e) To perform and/or test the performance of, our products, services and internal processes.

All MDT websites are self-hosted and managed by MDT Software, Inc. Any questions regarding our use of personal information can be directed to info@MDT-Software.com.

With Whom MDT Software Shares Information
Except as specified herein or unless MDT Software has your permission or is required by law, MDT Software will not sell, rent, lease or otherwise provide your personal information to others from ways different than stated in this privacy statement.

As a general practice, we do not provide your personally identifiable information to third parties. So, for example, we do not sell your email address or your name and personal demographic information to mass marketers. MDT will share your contact information (if you have requested a representative of MDT to contact you) with a partner in your geographic area if MDT does not have an office in that area. The sharing of this information, with an MDT Partner, would only be done for the sole purpose of providing information on a product or service, providing purchasing information and support on installing and use of the product.

Retention of Data
MDT will hold your personal data:
- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations.
- For as long as we provide goods and/or services relevant to you and you have not requested the removal of your personal data. Note: We may not be able to continue to provide some services to you if, as a customer, you request the removal of your personal data.

User Rights
Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are engaged or not. The right of data portability is only relevant from May 2018.

- The right to be informed about the processing of your personal information.
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed.

- The right to object to processing of your personal information.
- The right to restrict processing of your personal information.
- The right to have your personal information erased (the "right to be forgotten".)
- The right to request access to your personal information and to obtain information about how we process it.
- The right to move, copy or transfer your personal information ("data portability".)
- Rights in relation to automated decision making which has a legal effect or otherwise significantly affects you.

You can contact us at info@MDT-Software.com to exercise these rights.

Cookies and Other Technologies
The MDT websites may collect anonymous information from your communication connection itself, which consists of network routing, equipment information like browser type, date, and time. Our system provides to and receives from browser cookies. A cookie is a piece of data stored on the user's computer tied to information about the user.

The data we collect from "Cookie" technology on our site contains no personal information and is used in the aggregate to improve our services, product offerings and website content.

We do not offer an opt-out on our site for cookies, however browsers do provide you with information and control over cookies. Although you are not able to disable the cookie feature on this site, you are always free to decline our cookies if your browser permits.

Compliance with EU GDPR
To the extent that the MDT websites are used to collect, process or store personal data belonging to individuals located in, or employed by entities located in, the European Union ("EU Parties"), our handling of that data adheres to the European Union's General Data Protection Regulation (GDPR) provisions. Although we use reasonable efforts to verify the accuracy of data submitted by users of the MDT websites, users are expected to update their personal information by going to www.MDT-Software.com when necessary to ensure that their personal data is accurate, complete and current. We are committed to cooperating with data protection authorities located in Europe to resolve and remedy any disputes that arise regarding data connected to individuals located in (or employed by entities located in) Europe.

Links
We occasionally place links to relevant, outside resources within the MDT websites. Be aware MDT Software is not responsible for the privacy practices or the content of such other sites. We encourage you to investigate and ask questions before disclosing information to third parties. If you do not want your information to be used, do not share your information with those sites.

Security
Only employees who need the information to perform a specific job (for example, a customer support representative) are granted access to personally identifiable information. We have established and maintain reasonable security procedures to protect the confidentiality, security and integrity of your personally identifiable information. "Perfect security," however, does not exist on the Internet. Although your privacy is very important to us, due to the existing legal regulatory and security environment, we cannot fully ensure that your private communications and other personally identifiable information will not be disclosed to third parties. For example, we may be forced to disclose information to the government or third parties under certain

circumstances, or third parties may unlawfully intercept or access transmissions or private communications. Additionally, in the unlikely event we need to investigate or resolve possible problems or inquiries, we can (and you authorize us to do so) disclose any information about you to private entities, law enforcement or other government officials as we, in our sole discretion, believe necessary or appropriate.

Legal Disclaimer

We reserve the right to disclose your personally identifiable information as required by a court of competent jurisdiction and/or when we believe that disclosure is necessary to protect our rights and/or comply with any judicial proceeding, court order.

Privacy Policy for MDT Software Products

Database

Our applications write data to a database, and some of this data contains personally identifiable information. This information remains resident at the customer site. MDT encourages customers to apply their standard database security policies to our database. A customer (or the customer's support representative) may send database records to MDT offices in the USA as part of a support/diagnostic activity or other support/upgrade service. Database records sent to MDT are kept on a secure data store, and are only accessed for stated purposes. No personally identifiable information is extracted from these databases for any marketing or solicitation purposes.

Licensing Utility

MDT Software products utilize a licensing utility called a "Broker" which performs various software licensing tasks. This utility gathers customer network information and sends it to MDT's servers in the USA and receives licenses from MDT's servers for the purpose of signing and linking customer licenses for our software products to specific hardware/network parameters at the customer's site. Contained in this license utility is the ability to add customer contact information (name, email, telephone) for individuals wishing to be notified of various items (annual support renewal notices, license alerts, product updates, and other items as MDT may add from time to time.) MDT treats any contact information added to the Broker, along with notification selections of the users, as an opt-in for future contact related to the selected subject matter. This personally identifiable information is stored in MDT's databases in the USA, and is secured according to our security and privacy policies. Authorized users for each customer may remove contact information from the Broker, which will update the records in MDT's databases. Users may also log into MDT's secure customer database (MDT Link) and modify or delete this contact information.

Policy Updates

We may update this policy from time to time, to ensure we are using, collecting, and providing information in the same manner that is disclosed.