



GLOBAL PRIVACY NOTICE

This global privacy notice applies to any visitor or user (“**you**”) of the website located at www.heqsapp.com and any other websites (singularly and collectively “**Site**”) that the HEQS or its subsidiaries and affiliates (singularly and collectively “**we**” or “**HEQS**”) own and control.

We are committed to privacy and to transparency in our information practices. This privacy notice aims to inform you about how we collect, store, use and disclose personal information about you when you interact or use our Site.

If we decide to make changes to this privacy notice, we will post the changes on this Site so that you will always know what personal information we collect and how we use it.

1. PERSONAL INFORMATION WE COLLECT AND PROCESS

We may collect and process the following personal information about you:

1.1. Personal information that you give us:

For example, when using our software, registering to an event or webinar, contacting us as a prospective or existing customer, supplier, employee, other cooperation partner or stakeholder.

1.2. Personal information that our Site collects about you:

If you visit our Site we may automatically collect some information about you and your visit. We collect that information by using cookies and similar technologies.

Our Site may contain links to websites of third parties who are not affiliated to HEQS. If you access such third-party websites by clicking on such links, we are not responsible for the way in which such third parties process any of your personal information that they collect.

2. HOW WE MAY USE YOUR PERSONAL INFORMATION

We will only use your personal information if we have a proper legal basis to do so. Most commonly, we will use your personal information to (i) provide and communicate with you about our products and services; (ii) provide our software solutions; (iii) maintain and develop the Site and our products and services; (iv) statistical and analytical purposes; (v) marketing and communication purposes such as for example conducting marketing research, direct marketing, and automated marketing.

3. HOW WE SHARE YOUR PERSONAL INFORMATION

We do not provide personal information to third parties for their own marketing purposes.

Your personal information may be shared if we anonymize and/or aggregate it, as in these circumstances the information will cease to be personal information.

In addition, we might also need to share your personal information to comply with applicable laws, enforce contractual rights, and respond to requests from courts, law enforcement, or regulatory agencies and government authorities as long as the request is deemed lawful.

4. PROTECTING YOUR PERSONAL INFORMATION

We maintain appropriate administrative, technical, and physical safeguards designed to protect the personal information you provide, or that we collect via the Site against accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use. We use SSL encryption on a number of our Sites from which we transfer certain personal information.

5. YOUR RIGHTS AND CHOICES

The data protection laws in your country may entitle you to specific rights and choices in relation to your personal information. In particular, and subject to legal requirements, you may be entitled to:

- request access to your personal information
- update or correct your personal information
- restrict or object to our use of your personal information
- receive your personal information in a usable electronic format and transmit it to a third party
- request that your personal information is deleted from our systems

You may exercise these rights by contacting us. We will treat all such requests in accordance with applicable local law.

6. INTERNATIONAL TRANSFERS

We may transfer personal information you provide, or we collect via the Site, for processing purposes to any other companies within the HEQS or to third parties who process data on our behalf under our instructions. HEQS offices and relevant data processors may operate globally across Europe, North America, the Middle East, Asia Pacific, and Africa and may also set up establishments in other regions. We therefore reserve the right to transfer and process personal data on a global and worldwide basis. Whenever your personal information is transferred internationally, we will take appropriate steps to ensure its security and confidentiality in accordance with applicable data protection laws.

7. CHILDREN'S PRIVACY

We do not intend for our Site to be used by children. If you are a parent or guardian and believe we may have collected information about a child, please contact us as described in this privacy notice.

8. HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We will retain your personal information for the period necessary to fulfil the purposes outlined in this privacy notice unless a longer retention period is required or permitted by law or defined in an agreement. We may retain personal information for longer where required by our regulatory obligations, or where we believe it is necessary to establish, defend or protect our legal rights.

9. CONTACT INFORMATION

If you have any questions in relation to this privacy notice, please contact us at:

- Email: info@heqs.com

10. ADDITIONAL INFORMATION FOR RESIDENTS IN CERTAIN JURISDICTIONS

Our privacy practices may vary among the countries in which we operate to reflect local practices and legal requirements. This privacy notice may be supplemented by local mandatory provisions if the legislation of your country so requires.

In this section, we set forth additional information as required under applicable privacy laws in certain jurisdictions.

European Union (EU) / European Economic Area (EEA):

Our processing of personal data of people who are in the European Economic Area (EEA) is governed by Regulation (EU) 2016/679 of the European Parliament and Council of the European Union dated April 27, 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and which repealed Directive 95/46/EC (“**GDPR**”).

Legal basis

Generally, we collect and process personal data on the basis of our legitimate interest relating to the above-mentioned purposes (see Clause 2 (How we may use your personal information)). However, we may process personal data on another basis too, for example based on your consent.

Transfers of personal data outside of the European Economic Area

If we transfer your personal data to a third country, we will ensure that such transfer is made in compliance with Chapter 5 of GDPR.

Your right to access, correct or erase your personal data, object to processing, or withdraw your consent

You have the right to request access to your personal data, to have your personal data corrected or erased (“right to be forgotten”), the right to demand restriction of processing and to object to the processing of your personal data. You also have the right of data portability, which means that you can request that we provide you (or a third party you designate) with a transferable copy of your personal data. Where the data processing is based on your consent, you can withdraw your consent.

Absence of statutory or contractual requirement or other obligation to provide any personal data

You have no obligation to provide personal data to us via the Site.

[Last updated on 1.2.2023]