



COGNITEAM'S PRIVACY POLICY

BY DOWNLOADING, INSTALLING, COPYING, ACCESSING, CLICKING ON AN "ACCEPT" BUTTON, OR OTHERWISE USING OUR WEB-SITE AND/OR ANY OF OUR PRODUCTS OR SERVICES, INCLUDING WITHOUT LIMITATION THE LICENSED PRODUCT, YOU AGREE TO AND CONSENT TO BE BOUND BY AND BECOME A PARTY TO THIS PRIVACY POLICY, WHICH APPLIES TO ALL USE OF COGNITEAM'S WEB SITE AND/OR ANY OF ITS PRODUCTS OR SERVICES.

We deeply respect your privacy and recognize the importance of protecting information collected about you, in connection with the use of Cogniteam's web-site and/or our products or services, including the Licensed Product.

This privacy policy explains how information is collected, used, processed and disclosed by Cogniteam and applies to all information collected when you use or access Cogniteam's web-site and/or our products or services, including the Licensed Product. Capitalized terms not defined herein shall have the same meaning given to them in the [User license Agreement](#).

Our Security Policy

We have implemented reasonable administrative, technical and physical security measures to protect your information against unauthorized access, destruction or alteration. However, although we endeavor to provide reasonable security for information we process and maintain, no security system can ever be 100% secure. In addition, we cannot guarantee that any passively-collected personal information included in the data you store on our systems are maintained at levels of protection to meet specific needs or obligations you may have relating to such data. If you provide any third-party information, such as names, email addresses and the like, you acknowledge that you have the authority of the third party to provide this information and that they have agreed to the terms of this Privacy Policy.

You may access your account information only through the use of an individual user ID and password. To protect the confidentiality of personal information, you must keep your password confidential and not disclose it to any other person. Please advise us immediately if you believe your password has been misused. In addition, always logout and close your browser when you finish your session. Please note that we will never ask you to disclose your password in an unsolicited phone call or email.

If you have any questions about the security of your personal information, you can contact us at support@cogniteam.com.

Types of information collected

You may contact Cogniteam through our web-site by providing your name, address and phone numbers.

By subscribing to our products and/or services, we may also request you to provide additional information, including payment processing information to facilitate our products and/or services.

By using the Licensed product Cogniteam may also have access to some information which is automatically collected when you use the Licensed product including:

user data & robot data processed by any Robot's sensors, which are connected to the cloud services provided by Cogniteam as part of your subscription. Such end-user data will be minimally processed by Cogniteam in order to provide you with the applicable services and



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will be stored, if at all, for the limited purpose and time frame in accordance with the User license Agreement, this Privacy Policy and your own data privacy and security requirements, if such requirement were provided to us in writing and accepted by us.

Cogniteam may utilize Cookie's technology to gather information on internet use in order to serve you more effectively (Cookies are files with a small amount of data, which may include an anonymous unique identifier). Cookies are sent to your browser from a website and transferred to your device. By using our web-site and/or products/services you consent to our use of Cookies.

You can set your browser to remove or reject Cookies (however, some web-site features or services may not work properly without cookies).

Use of Information

We may use the information collected for a variety of purposes, including to: carry out our obligations arising from the User license Agreement and/or this Privacy Policy; provide, operate, maintain and improve our web-site and products and services; send you technical notices, updates, security alerts and support and administrative messages; provide you with the information, offers, opportunities, promotions, products and services; to respond to your comments, questions, and requests and provide support; monitor and analyze trends, usage, and activities in connection with our web-site, products and services and for marketing or advertising purposes; administer our web-site, products and services and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; improve our web-site, products and services; ensure that content is presented in the most effective manner; investigate and prevent fraudulent transactions, unauthorized access to our web-site, products and services, and/or any other illegal activities; You may unsubscribe from marketing communications/newsletters at any time by sending an e-mail to support@cogniteam.com.

Disclosure of information collected to third parties

Information is collected to facilitate our products and/or services or for internal analysis relating to our products' improvements. We may share any information aggregated or pseudonymized, anonymized information with third parties that does not directly identify you.

Cogniteam shall not sell to any third party any information collected through your use of our web-site or the use of our products and/or services.

In addition, we will not share information collected with any third parties otherwise than as set out in this Privacy Policy and only in order to facilitate the provision of our products and/or services, for example, we may share personal information about you including as follows:

- with third-party vendors, consultants and other service providers who are working on our behalf and require access to your information to carry out their services (such as to process billing, know your client requirements, provide support, etc'.) and only to the extent necessary to provide such services;
- If the disclosure is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request;
- if we have received your prior consent;



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- with any third party in order to:
 - enforce our agreements, policies and Terms;
 - protect the security or integrity of our web-site and/or product and services;
 - protect Cogniteam, our stakeholders or the public from harm or illegal activities;
 - respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person;

Without derogating from the above, Cogniteam has integrated API and related services for customer login authentication and authorization and/or third-party applications included in our products and/or services. If you choose to use any such products or services, we may share information about you including your username and any content, data or information you disclose in connection with those applications and services, and such third parties may contact you directly as necessary. This Privacy Policy does not apply to your use of such third-party applications and services, and we are not responsible for how those third parties collect, use and disclose your information data and content (if any). Please review these third-parties data collections and use practices at here: [Oracle](#), [Docker](#), [AWS](#).

Cogniteam may utilize variety of third-parties secured services for collecting, hosting, transmitting, analyzing and managing data and providing products and/or services to its customers. Such service providers may also collect and use information in accordance with the respective terms and privacy policies, which you may review here: [Oracle](#), [Docker](#), [AWS](#). In order to manage and process your license fees payments, Cogniteam may utilize a third-party payment processor and/or store debit or credit card information on its servers, subject to taking the necessary steps in order to guarantee the security of your information. Cogniteam utilizes only PCI-DSS compliant third-party payment processors to ensure the security of your personal information. Please review these third-parties data collections and use practices: [click here](#).

Information may also be disclosed to third parties (1) as required by law, such as to comply with a subpoena, or similar legal process; (2) when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request, or (3) if Cogniteam is involved in a merger, acquisition, or sale of all or a portion of its assets.

We will use commercially reasonable efforts to notify users about law enforcement or court ordered requests for data unless otherwise prohibited by law.

Only persons age 18 or older are authorized to subscribe to our products and/or services or to create a Cogniteam account. We do not knowingly collect information from children under the age of 13 without parental consent. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us at support@cogniteam.com. We will delete such information from our files as soon as possible.

Cogniteam will retain your data for a commercially reasonable time and as we deem necessary to provide our products and/or services. If you would like us to delete your registered account information, please contact us at support@cogniteam.com and we will respond as soon as possible.



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“Do Not Track” is a feature enabled on some browsers that sends a signal to request that a web application disable its tracking or cross-Platform user tracking. At present, Cogniteam does not respond to or alter its practices when a Do Not Track signal is received.

COMMUNITY FORUMS AND BLOGS - The Site 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 testimonials, 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.

Changes to Our Privacy Policy

If Cogniteam makes material changes to its Privacy Policy, we will notify you either by: (i) sending an email to your registration address, (ii) changing the date at the bottom of this Privacy Policy, or (iii) adding a statement to our web-site. If you disagree with any changes to this Privacy Policy and do not wish your information to be subject to the updated Privacy Policy you will need to deactivate your accounts and immediately cease use of our web-site, as well as any of our product and/or services, including the Licensed Product. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

EU General Data Protection Regulation

You may also have rights under the EU General Data Protection Regulation, including regarding the erasure of personal information, restriction of processing information, restrictions of the transfer of information outside of Israel and data portability.

Your Rights

You may update, correct or delete information about you at any time by logging into your online account and modifying your information or by emailing us at support@cogniteam.com. In addition, you have the right to access the personal information we hold about you, where it is stored, and if it is held in such a way that it can be readily retrieved. If the personal information we hold about you is not accurate or complete, then you may ask us to correct it.

We will retain your information, according to the storage limits of your subscription, for as long as your License is active. Please be aware that deactivating a former License which has expired will not enable retrieving any information collected and/or retained during any of your previous License/s.

We will retain and use your information to comply with our legal obligations, resolve disputes and enforce our agreements.

Upon request, at support@cogniteam.com, we will provide you with information about whether we hold, or process on behalf of a third party, any of your personal information that we are aware of.

Contact Us

If you have any about our practices, please contact us via email at support@cogniteam.com.