

Updated May 2021

This Privacy Notice describes how we collect and use your personal information in relation to THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS websites, applications, products, services, events, and experiences that reference this Privacy Notice (together, “THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings”).

This Privacy Notice does not apply to the “content” processed, stored, or hosted by our customers using THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings in connection with a THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS account. See the agreement governing your access to your THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS account and the THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS website at <https://thin-nology.com/aurora-cloud-services/> for more information about how we handle content and how our customers can control their content through THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings. This Privacy Notice also does not apply to any products, services, websites, or content that are offered by third parties or have their own privacy notice.

## **Personal Information We Collect**

We collect your personal information in the course of providing THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings to you.

### **Here are the types of information we gather:**

- Information You Give Us: We collect any information you provide in relation to THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings.
- Automatic Information: We automatically collect certain types of information when you interact with THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings.

## **How We Use Personal Information**

We use your personal information to operate, provide, and improve THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings. Our purposes for using personal information include:

- Provide THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings: We use your personal information to provide and deliver THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings and process transactions related to THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings, including registrations, subscriptions, purchases, and payments.

- **Measure, Support, and Improve THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings:** We use your personal information to measure use of, analyze performance of, fix errors in, provide support for, improve, and develop THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings.
- **Recommendations and Personalization:** We use your personal information to recommend THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings that might be of interest to you, identify your preferences, and personalize your experience with THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings.
- **Comply with Legal Obligations:** In certain cases, we have a legal obligation to collect, use, or retain your personal information. For example, we collect bank account information from THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Aurora for identity verification.
- **Communicate with You:** We use your personal information to communicate with you in relation to THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings via different channels (e.g., by phone, email, chat) and to respond to your requests.
- **Fraud and Abuse Prevention and Credit Risks:** We use your personal information to prevent and detect fraud and abuse in order to protect the security of our customers, THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS, and others. We may also use scoring methods to assess and manage credit risks.
- **Purposes for Which We Seek Your Consent:** We may also ask for your consent to use your personal information for a specific purpose that we communicate to you.

## **Cookies**

To enable our systems to recognize your browser or device and to provide THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings, we use cookies.

## **How We Share Personal Information**

Information about our customers is an important part of our business and we are not in the business of selling our customers' personal information to others. We share personal information only as described below.

- **Transactions Involving Third Parties:** We make available to you services, software, and content provided by third parties for use on or through THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings. You can tell when a third party is involved in your transactions, and we share information related to those transactions with that third party. For example, you can order services, software, and content from sellers using the THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Aurora and we provide those sellers information to facilitate your subscription, purchases, or support.

- **Third-Party Service Providers:** We employ other companies and individuals to perform functions on our behalf. Examples include: delivering THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS hardware, sending communications, processing payments, assessing credit and compliance risks, analyzing data, providing marketing and sales assistance (including advertising and event management), conducting customer relationship management, and providing training. These third-party service providers have access to personal information needed to perform their functions, but may not use it for other purposes. Further, they must process that information in accordance with this Privacy Notice and as permitted by applicable data protection law.
- **Business Transfers:** As we continue to develop our business, we might sell or buy businesses or services. In such transactions, personal information generally is one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Notice (unless, of course, the individual consents otherwise). Also, in the unlikely event that THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS or substantially all of its assets are acquired, your information will of course be one of the transferred assets.
- **Protection of Us and Others:** We release account and other personal information when we believe release is appropriate to comply with the law, enforce or apply our terms and other agreements, or protect the rights, property, or security of THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS, our customers, or others. This includes exchanging information with other companies and organizations for fraud prevention and detection and credit risk reduction.
- **At Your Option:** Other than as set out above, you will receive notice when personal information about you might be shared with third parties, and you will have an opportunity to choose not to share the information.

## **Location of Personal Information**

Thin-nology/Sovereign Data Solutions is located in the United States. With our Federation partners, depending on the scope of your interactions with THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS offerings, your personal information may be stored in or accessed from multiple countries, if you consent only. Whenever we transfer personal information to other jurisdictions, we will ensure that the information is transferred in accordance with this Privacy Notice and as permitted by applicable data protection Thin-nology/Sovereign Data Solutions.

## **How We Secure Information**

At THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS, security is our highest priority. We design our systems with your security and privacy in mind.

- We maintain a wide variety of compliance programs that validate our security controls.
- We protect the security of your information during transmission to or from THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS websites, applications, products, or services by using encryption protocols and software.
- We follow the Payment Card Industry Data Security Standard (PCI DSS) when handling credit card data.
- We maintain physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of personal information. Our security procedures mean that we may request proof of identity before we disclose personal information to you.

### **Internet Advertising and Third Parties**

Aurora offerings may include third-party advertising and links to other websites and applications, with your consent. Third-party advertising partners may collect information about you when you interact with their content, advertising, or services, with your consent.

### **Access and Choice**

You can view, update, and delete certain information about your account and your interactions with THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings. If you cannot access or update your information yourself, you can always contact us for assistance.

You have choices about the collection and use of your personal information. Many THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings include settings that provide you with options as to how your information is being used. You can choose not to provide certain information, but then you might not be able to take advantage of certain THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings.

- **Account Information:** If you want to add, update, or delete information related to your account, please go to the [Aurora Cloud Services Management Console](#). When you update or delete any information, we usually keep a copy of the prior version for our records.
  - **Communications:** If you do not want to receive promotional messages from us, please unsubscribe or adjust your communication preferences in the [Aurora Cloud Services Management Console](#) or via email.
- **Advertising:** If you don't want to see interest-based ads, please contact us via email.
- **Browser and Devices:** The Help feature on most browsers and devices will tell you how to prevent your browser or device from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

## **Children's Personal Information**

We don't provide THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings for purchase by children. If you're under 18, you may use THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings only with the involvement of a parent or guardian.

## **Retention of Personal Information**

We keep your personal information to enable your continued use of THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings, for as long as it is required in order to fulfill the relevant purposes described in this Privacy Notice, as may be required by law (including for tax and accounting purposes), or as otherwise communicated to you. How long we retain specific personal information varies depending on the purpose for its use, and we will delete your personal information in accordance with applicable law.

## **Contacts, Notices, and Revisions**

If you have any concern about privacy at THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS or want to contact one of our Partners, please [contact us](#) with a thorough description, and we will try to resolve the issue for you. You may also contact us at the addresses below:

- For any prospective or current customers of Thin-nology/Sovereign Data Solutions, our mailing address is 3804 Helios Way, Pflugerville, TX 78660. ATTN: THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Legal

If you interact with THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings on behalf of or through your organization, then your personal information may also be subject to your organization's privacy practices, and you should direct privacy inquiries to your organization.

Our business changes constantly, and our Privacy Notice may also change. You should check our website frequently to see recent changes. You can see the date on which the latest version of this Privacy Notice was posted. Unless stated otherwise, our current Privacy Notice applies to all personal information we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of personal information collected in the past without informing affected customers and giving them a choice.

## **Additional Information for Certain Jurisdictions**

We provide additional information about the privacy, collection, and use of personal information of prospective and current customers of THIN-NOLOGY/SOVEREIGN DATA SOLUTIONS Offerings located in certain jurisdictions.