

# Privacy

## Introduction

Your privacy and trust are important to us. This Privacy Statement explains who we are, what personal information we collect, why we collect this information and how we use and protect it. This Statement refers to all information we collect and that we could use to personally identify you. We encourage you to read this Privacy Statement. In case you have any questions, drop us an email at [support@open-isa.org](mailto:support@open-isa.org).

This Privacy Statement applies to all personal information we collect about you. For instance, when you:

- visit our websites;
- purchase or use our products, solutions, applications or services;
- participate in our online communities;
- contact customer support;
- request information specific to your interests

On occasion, we may refer to additional Privacy Policies to convey specific privacy information that you need to be aware of. Due to its global presence, open-isa.org is bound to several data protection laws around the globe. This Privacy Statement may be modified in order to comply with specific local legal requirements.

## Who we are

Open-isa.org enables secure connections and infrastructure for a smarter world, advancing solutions that make lives easier, better and safer. As the world leader in secure connectivity solutions for embedded applications, open-isa.org is driving innovation in the secure connected vehicle, end-to-end security and privacy and smart connected solutions markets. When this Privacy Statement refers to "we", "us" or "our", it refers to all open-isa.org Affiliates or Subsidiaries which under this Privacy Statement may act as a controller of your personal information: namely, those entities who may be deciding how and why your personal information is being processed.

## What types of personal information do we collect?

We may process various types of personal information we receive from you depending on the ways you interact with us (e.g. through our website portal, open-isa.org customer support, etc.). They include the following:

- Name and last name;
- E-mail address, address, phone number, fax, country;
- Log in details (user name, password);
- Reviews, feedback, comments;

- Traffic information such as time and/or duration of your interaction with us;
- IP address, MAC address of the devices you use to interact with us;
- Your actual or assumed location (determined by the information mentioned above);
- Information related to your interests (products or services that you are visiting on our website platforms);
- Information related to your requests for information, requests for support and your transactions with open-isa.org; and
- Cookies preferences.

## **Cookies**

When you visit our websites or in general our digital platforms, cookies might be stored on your devices within the web browser. Cookies are small text files that can store information for a certain period and identify your device. We use cookies to optimize your user experience on our platforms.

## **Why do we collect your personal information?**

We want to know you better, so we can serve you better.

Depending on who you are, we may collect personal information for different purposes, such as:

- providing our products or services;
- responding to requests;
- compliance with legal obligations;
- security and maintenance reasons;

## **When do we share your information with third parties?**

We only share your personal information with third parties in the specific cases listed below:

- business partners for the purpose of supplying hardware

We do not sell or license your personal information to third parties.

## **How do we safeguard your personal information?**

We recognize our responsibility to protect the personal information we collect. We make sure that our measures are in compliance with applicable data protection and data security laws. We have implemented appropriate technical and organizational measures to prevent risks, such as accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to information. We will also make sure that our external providers process your data in a secure and confidential manner. Additionally,

we make sure that these measures are in compliance with applicable data protection and data security laws. For instance, we put in place the following measures in order to protect your information:

- limiting physical access to our premises;
- limiting access to personal information (for instance, only employees on a need to know basis have access to your personal information);

## **How long do we retain your information?**

We retain your personal information as long as it is necessary to fulfil the specific purposes. In certain cases a longer retention of your personal information might be required according to legal obligations. In all other cases, we delete your personal information once the purpose of processing your information is fulfilled.

## **Which are your rights?**

According to applicable data protection laws, you have the right to:

- Access, modify, or delete your personal information (unless it is legally required to retain the information).
- Restriction of or objection to the processing activity of your information.
- Request a copy of your personal information in a structured, commonly used and machine-readable format.
- Pose any questions related to your personal information and its protection.

## **When do we transfer your personal information?**

Open-isa.org will not send your personal information to a recipient outside the European Economic Area (EEA) without obtaining your consent or otherwise complying with applicable data protection laws.

In order to fulfil the purposes mentioned under this Privacy Statement, we or third parties may disclose your personal information to recipients outside of the country where you are located. Transfers of personal information outside (EEA) require an adequate level of protection.

Open-isa.org operates globally. The countries/regions in which recipients are likely to be located are the countries/regions where open-isa.org is conducting business.

## **Updates to this Statement**

In order to stay compliant with applicable legal requirements, we will review and/or may modify this Privacy Statement at any time.

## **Concerns and complaint**

If you are concerned about the way we process your personal information, please contact [support@open-isa.org](mailto:support@open-isa.org). You will receive a written response within a reasonable period. You also have the right to make a formal complaint to the relevant regulator in your jurisdiction.

## Contact details

In case you have a concern or complaint in relation to this Privacy Statement please reach out to:

Email: [support@open-isa.org](mailto:support@open-isa.org)