

Convergent Science Privacy Policy

Updated: January 29, 2021

In the following privacy policy, "Convergent Science" refers to the entities Convergent Science, Inc.; Convergent Science GmbH; and Convergent Science India LLP. Convergent Science takes protection of your personal data seriously. This privacy policy applies to all personal data we collect about you, which includes information collected on convergecf.com and any other Convergent Science websites, all of which are referred to collectively as the "websites;" information you provide through your purchase, download, or use of Convergent Science's applications, services, or products; and information you provide when you request information related to Convergent Science's services and products, all of which are referred to collectively as the "services."

This privacy policy explains how we collect, use, and share your personal data and what rights you can exercise related to the data we process as part of the services. To the extent that specific sites, applications, products, or services outline additional terms related to data collected by that site, application, product, or service (such as recruitment sites where you choose to submit an application for employment with Convergent Science), those additional terms shall govern collection and use of your personal data for the purposes outlined therein. By using the services, you accept the practices described in this privacy policy. This privacy policy was last updated on the date listed at the top of the page and applies from that date.

We will occasionally amend this privacy policy and any changes will automatically be effective when published on convergecf.com. It is your responsibility to periodically review this privacy policy to ensure you understand these terms. You may retain a copy of this privacy policy for your records and any questions or concerns should be addressed as outlined below.

We do not knowingly collect or process data from anyone under the age of thirteen (13) years old.

Personal Data We Collect and How We Collect Your Data

For the purposes of this privacy policy, "personal data" means information that, either separately or together with other identifying information, can identify you. To the extent that applicable data protection laws require special treatment of specific types of personally identifiable information, Convergent Science shall take such measures as are necessary for compliance with these laws.

Most of the information we collect is information provided directly by you when you register for or use the services. This information includes:

- Contact information—full name, job title or function, company name, department, email address, physical mailing address, telephone number, user name
- Professional information—job description and related information, such as job function or the position to which a job function reports within the company; company details such as number of employees; professional or trade publications to which you subscribe; and related trainings attended
- Account registration data—to register for a Convergent Science user account, which is required of certain products and services, we will collect your contact information (including a unique username), certain professional information, and a unique password, which may be paired with an activation code specific to the license(s) you've purchased
- Transaction information—your contact information, the types of products that interest you, your purchasing requirements, billing information associated with a purchase (excluding any payment card data)
- License fulfillment and verification information for products—we collect and pair a device ID and hostname with your Convergent Science user account in order to activate and manage licenses assigned to your account
- Information related to providing support for our products—when you contact us for support related to the services, you may provide your contact information, device or product IDs, and logs of your use of the licensed product (which includes IP address and/or other device identifiers, location data, and usage data pertaining to when and how you use the product)
- Responses to surveys—information you provide in responding to surveys on the websites, via an app or email, on the telephone, or otherwise; testimonials or other feedback related to the services, which may be paired with your name, title, and company name where you provide express consent
- Information from forms that you complete on our websites (*e.g.*, an abstract submission form for a conference that we host)

We also collect and use information obtained through your use of the services or from the device you use to access the services, including:

- Information from cookies (see our full [Cookie Policy](#)), web beacons, browser type, operating system, domain name, access times, which pages you visit within our websites and referring website addresses, how you use our websites (including the types of products and events that interest you and articles you download)
- Data analytics—when you use our services, certain deidentified analytics data, such as feature usage, are communicated to us for product improvement purposes
- Device identifiers, such as IP address, that, when linked to your username or registered email address, will enable us to ensure compliance with the licenses purchased under a subscription model for certain Convergent Science products.
- Use of third-party services (with which we have legally binding data processing agreements) to send and track receipt of communications to our customers generally, and to analyze the pattern of those communications for trust and security purposes, as well as to gather data, such as inquiry data, to assist us in better understanding our

customers' interests. We currently have data processing agreements with Cvent Inc., Google LLC, The Rocket Science Group d/b/a MailChimp, Salesforce, and Zendesk, Inc.

These third-parties' policies on the use of personal data can be found here:

<https://policies.google.com/technologies/partner-sites>

<https://www.cvent.com/en/cvent-global-privacy-policy>

<https://mailchimp.com/legal/>

<https://www.salesforce.com/company/privacy/>

<https://www.zendesk.com/company/customers-partners/privacy-policy/>

<https://www.zendesk.com/company/privacy-and-data-protection/>

Finally, we may use publicly accessible information to verify any information you provide or which we otherwise collect, as outlined in this privacy policy, in order to manage and expand our business.

Privacy Policies of Other Websites

The websites may contain links to other websites. Our privacy policy applies to only our websites. If you visit a different website, our privacy policy no longer applies.

Cookie Policy

Some cookies on the websites are essential to enable you to move around the websites. Services such as accessing secure areas of the websites and staying logged in cannot be provided without these cookies. Other cookies on these websites collect anonymous information about how visitors use our websites (for example, which pages visitors go to most often and if they encounter error messages on websites). It is also possible that our partners will track you for ad serving behavior when you play a video on the websites. For more information about the cookies the websites use please view our full [Cookie Policy](#).

You can set your browser not to accept cookies. However, in a few cases, some of the websites' features may not function as a result.

More information about cookies in general is available here: <http://www.allaboutcookies.org/>

Do-Not-Track

The websites do not use technologies that respond to 'Do-Not-Track' signals communicated by your internet browser.

How We Use Your Data

Convergent Science uses the collected data for various purposes:

- To provide and maintain our services
- To notify you about changes to our services
- To allow you to participate in interactive features of our services when you choose to do so

- To provide customer support
- To monitor the usage of our services and to detect and address problems in our services
- To provide you with news, special offers, and general information about other goods, services, and events that we offer that are similar to those that you have already purchased or inquired about unless you have opted not to receive such information
- To comply with our legal obligations or in response to requests by law enforcement or governmental authorities
- In connection with actual or proposed litigation or to protect our legitimate rights or interests as allowed by law

Google Analytics

Google Analytics is a popular cookie-based web analysis service provided by Google, Inc., that we use to monitor how visitors use the websites, to compile usage reports, and to help us improve the websites. For more information on Google Analytics, please click [here](#).

Please see Google's privacy policy [here](#) for further information on the data Google collects and how it is processed.

If you prefer to not have data reported by Google Analytics, you can opt out by clicking "Decline" in our cookie notice or you can install the Google Analytics Opt-Out Browser Add-On by following the instructions [here](#).

You may also opt out of Google's use of tracking technologies by visiting the Google advertising opt-out page [here](#).

You can also opt out of any third-party vendor's use of cookies by visiting optout.networkadvertising.org.

Legal Basis for Processing Personal Data Under General Data Protection Regulation (GDPR)

If you are from the European Union, Convergent Science's legal basis for collecting and using the personal information described in this privacy policy depends on the personal data we collect and the specific context in which we collect it.

Convergent Science may process your personal data if at least one of the following items is true:

- You have given us consent to do so
- We need to perform a contract with you
- The processing is in our legitimate interests and it's not overridden by your rights
- We have a legal obligation to do so

Retention of Data

Convergent Science will retain your personal data only for as long as is necessary for the purposes set out in this privacy policy. We will retain and use your personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Convergent Science will also retain usage data for internal analysis purposes. Usage data is generally retained for a shorter period of time, except when this information is used to strengthen the security of or to improve the functionality of our services, or when we are legally obligated to retain this data for longer time periods.

Transfer of Data

Your information, including personal data, may be transferred to—and maintained on—computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those in your jurisdiction.

If you are located outside the United States and choose to provide information to us, please note that we transfer the data, including personal data, to the United States and process it there.

Your consent to this privacy policy followed by your submission of such information represents your agreement to that transfer.

Convergent Science will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy and no transfer of your personal data will take place to an organization or a country unless there are adequate controls in place, including the security of your data and other personal information and we have a contract with the transferee that requires them to treat your personal information in a manner that is consistent with this privacy policy and restricts what they can do with your personal information.

Your Data Protection Rights Under General Data Protection Regulation (GDPR)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Convergent Science aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your personal data.

If you wish to be informed of what personal data we hold about you and/or if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the following data protection rights:

- **The right to access, update, or to delete the information we have on you.** Whenever made possible, you have the right to access, update, and/or request deletion of your personal data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.
- **The right of rectification.** You have the right to have your information rectified if that information is inaccurate or incomplete.
- **The right to object.** You have the right to object to our processing of your personal data.
- **The right of restriction.** You have the right to request that we restrict the processing of your personal information.
- **The right to data portability.** You have the right to be provided with a copy of the information we have on you in a structured, machine-readable, and commonly used format.
- **The right to withdraw consent.** You also have the right to withdraw your consent at any time at which Convergent Science relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests. You have the right to report to a privacy authority about our collection and use of your personal data. For more information, please contact your local privacy authority in the EU.

Unless otherwise required by law, we delete your personal data after we are finished with data processing.

California Privacy Rights

California Civil Code Section 1798.83 ("Shine the Light" law) permits the users of the websites who are California residents to request certain information regarding our disclosure of personal information to third-parties for their direct marketing purposes. Also, if you are a California resident, under the California Consumer Privacy Act of 2018, you may request that we:

1. Disclose to you the following information covering the 12 months preceding your request:
 - the categories and specific pieces of personal information we collected about you and the categories of personal information we sold;
 - the categories of sources from which we collected such personal information;
 - the business or commercial purpose for collecting or selling personal information about you; and
 - the categories of third-parties to whom we sold or otherwise disclosed personal information.
2. Delete personal information we collected from you; and/or
3. Opt out of any future sale of personal information about you.

We will respond to your request consistent with applicable law. If you are a California resident and wish to make such a request, please contact us at privacy@convergecfcd.com.

Children's Online Privacy Protection Act Notice

The websites and any products and services described on the websites are not intended for, or directed toward, children who are under 13 years old. We do not knowingly market to children under the age of 13 years old, nor do we knowingly collect, directly or through third-party service providers, names, email addresses, or any other personally identifiable information from children under the age of 13 years old. If we become aware that personal information was collected inadvertently from a child under the age of 13 years old, the information will be deleted as soon as practicable.

The websites may include links to third-party websites that could be of interest to children under the age of 13 years old. We have no control over, and we are not responsible for, the privacy and security of any third-party websites.

DISCLAIMER

YOU UNDERSTAND THAT NO DATA TRANSMISSION OVER THE INTERNET OR A MOBILE DEVICE CAN BE GUARANTEED TO BE 100% SECURE. WHILE CONVERGENT SCIENCE ENDEAVORS TO PROTECT YOUR PERSONAL INFORMATION, IT DOES NOT GUARANTEE THE SECURITY OF PERSONAL INFORMATION AND YOU PROVIDE PERSONAL INFORMATION AT YOUR OWN RISK.

Changes to this Privacy Policy

We will update our privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on this page.

You are advised to review this privacy policy periodically for any changes. Changes to this privacy policy are effective when they are posted on this page.

Contact Us

If you have any questions about this privacy policy, please contact us at

privacy@convergecdf.com

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