Privacy Policy

Introduction

This Privacy Policy explains what information Erpsync collect about you and why, what we do with that information, how we share it, and how we handle the content you place in our products and services.

Scope of Privacy Policy

This Privacy Policy applies to the information that we obtain through your use of "Erpsync Services" via a "Device" or when you otherwise interact with Erpsync servers.

"**Erpsync Services**" include our:

1. Websites
2. SaaS Products
3. Downloadable Products

but does not include:

- Erpsync products or services for which a separate privacy policy is provided.

- Third party products. These are third party products or services that you may choose to integrate with Erpsync product or services, such as third party Add-Ons. You should always review the policies of third party products and services to make sure you are comfortable with the ways in which they collect and use your information.

A "**Device**" is any computer used to access the Erpsync Services, including without limitation a desktop, laptop, mobile phone, tablet, or other consumer electronic device.

Unless otherwise stated, our SaaS Products and our Downloadable Products are treated the same for the purposes of this document.

By registering for or using Erpsync Services you consent to the collection, transfer, processing, storage, disclosure and other uses described in this Privacy Policy.

Definitions

Add-On: a bundle of code, resources and configuration files that can be used with an Erpsync product to add new functionality or to change the behaviour of that product's existing features.

Erpsync Services: Erpsync's Websites, SaaS Products, and Downloadable Products.

Content: any information or data that you upload, submit, post, create, transmit, store or display in an Erpsync Service.

Downloadable Products: Erpsync's downloadable software products and mobile applications, including Add-ons created by Erpsync, that are installed by customers on an infrastructure of their choice. Downloadable Products do not include Add-Ons created by third parties, even when they are accessed through Erpsync.com or available through the Erpsync Marketplace.

Information: all of the different forms of data, content, and information collected by us as described in this Privacy Policy.

Personal Information: information that may be used to readily identify or contact you as an individual person, such as: name, address, email address, or phone number. Personal Information does not include information that has been anonymised such that it does not allow for the ready identification of specific individuals.

SaaS Products: Erpsync's OnDemand hosted solution as well as other Erpsync hosted solutions that display a link to this Privacy Policy. For the avoidance of doubt, if an Erpsync hosted solution displays a link to a different privacy policy, then that other privacy policy shall apply.

Websites: Erpsync's websites, including but not limited to erpsync.co, erpsync.com.au and any related websites, sub-domains and pages."

Changes to our Privacy Policy

We may change this Privacy Policy from time to time. If we make any changes, we will notify you by revising the "Last Updated" date at the top of this Privacy Policy and, in some cases, where appropriate we may provide you with additional notice (such as adding a statement to the login screen or sending you an email notification). We encourage you to review our Privacy Policy whenever you use Erpsync Services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this Privacy Policy, you will need to stop using Erpsync Services and deactivate your account(s).

Information you provide to us

We collect the following information:

Account and Profile Information: We collect information about you and your company as you register for an account, create or modify your profile, make purchases through, use, access, or interact with Erpsync Services (including but not limited to when you upload, download, collaborate on or share Content). Information we collect includes but is not limited to your name, username, address, email address, phone number, profile photo, job title, or credit card details. You may provide this information directly when you enter it in Erpsync Services, or in some cases another user (such as a system administrator) creating an account on your behalf may provide it (most commonly when your company requests that you use our products). If you are providing information (including Personal Information) about someone else, you confirm that you have the

authority to act for them and to consent to the collection and use of their Personal Information as described in this Privacy Policy.

Content: We collect and store Content that you create, input, submit, post, upload, transmit, store or display in the process of using our SaaS Products or Websites. Such Content includes any Personal Information or other sensitive information that you choose to include ("passively-collected Personal Information"). We use Google Analytics as an analytics provider. To learn more about the privacy policy of Google Analytics, refer to Google's Policies and Principles. Use the Google Analytics Opt-out Browser Add-on to prevent to analytics information from being sent to Google Analytics.

Cookies and Other Tracking Technologies: We use various technologies to collect information, including cookies that we save to your computer or mobile device. Cookies are small data files stored on your hard drive or in device memory. We use cookies to improve and customize Erpsync Services and your experience; to allow you to access and use the Websites or SaaS Products without re-entering your username or password; and to count visits and understand which areas and features of the Websites and SaaS Products are most popular. You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from websites you visit. If you do not accept cookies, however, you may not be able to use all aspects of our Websites or SaaS Products.

How we use Information we collect

General Uses. We use the information we collect about you (including Personal Information to the extent applicable) for a variety of purposes, including to:

- Provide, operate, maintain, improve, and promote Erpsync Services;

- Enable you to access and use Erpsync Services, including uploading, downloading, collaborating on and sharing Content;

- Process and complete transactions, and send you related information, including purchase confirmations and invoices;

- Communicate with you, including responding to your comments, questions, and requests; providing customer service and support; providing you with information about services, features, surveys, newsletters, offers, promotions, contests and events; providing other news or information about us and our select partners; and sending you technical notices, updates, security alerts, and support and administrative messages. Generally, you have the ability to opt out of receiving any promotional communications as described below under "Your Choices";

- Monitor and analyse trends, usage, and activities in connection with Erpsync Services and for marketing or advertising purposes;

- Investigate and prevent fraudulent transactions, unauthorized access to Erpsync Services, and other illegal activities;

- Personalize Erpsync Services, including by providing content, features, or advertisements that match your interests and preferences;

- Enable you to communicate, collaborate, and share Content with users you designate; and

- For other purposes about which we notify you.

  Notwithstanding the foregoing, we will not use Personal Information appearing in our Analytics Logs or Web Logs for any purpose.

  Compiling aggregate analytics information: Because our SaaS Products and Downloadable Products are some of the most configurable in the market, we make extensive use of analytics information (including log and configuration data) to understand how our products are being configured and used, how they can be improved for the benefit of all of our users, and to develop new products and services. As such we generate Usage Data (as defined above) from the web logs and analytics logs described above, including the Content elements captured in such logs, as well as from the Content stored in the Websites and SaaS Products.

Information sharing and disclosure

We will not share or disclose any of your Personal Information or Content with third parties except as described in this policy. We do not sell your Personal Information or Content.

Your use: When you use Erpsync Services, Content you provide will be displayed back to you. Certain features of Erpsync Services allow you to make some of your Content public, in which case it will become readily accessible to anyone. We urge you to consider the sensitivity of any data you make public.

Access by your system administrator: You should be aware that the administrator of your instance of Erpsync Services may be able to:

- access information in and about your Erpsync Services account;

- disclose, restrict, or access information that you have provided or that is made available to you when using your Erpsync Services account, including your Content; and

- control how your Erpsync Services account may be accessed or deleted.

Erpsync Community: Our Websites offer publicly accessible community services such as blogs, forums, bug trackers, and wikis. You should be aware that any Content you provide in these areas maybe read, collected, and used by others who access them. Your posts may remain even after you cancel your account.

Service Providers, Business Partners and Others: We work with third party service providers to provide website, application development, hosting, maintenance, back-up, storage, virtual infrastructure, payment processing, analysis and other services for us. These third parties may have access to or process your Information as part of providing those services for us.

Third party applications: You may choose to make use of third party Add-Ons in conjunction with Erpsync Services. Third party Add-Ons are software written by third parties to which you grant access privileges to your Content (which may include your Personal Information). When access is granted, your Content is shared with the third party. Third party Add-On policies and procedures are not controlled by Erpsync even though the third Party Add-On may be available through Erpsync Services. Third parties who have been granted access to your Content through Add-Ons could use this data to contact you and market services to you, and could share your data with other third parties. This Privacy Policy does not cover the collection or use of your data by third party Add-Ons, and we urge you to consider the privacy policies governing third party Add-Ons.

Compliance with Laws and Law Enforcement Requests; Protection of Our Rights: We may disclose your Information (including your Personal Information) to a third party if (a) we believe that disclosure is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request, (b) to enforce our agreements, policies and terms of service, (c) to protect the security or integrity of Erpsync's products and services, (d) to protect Erpsync, our customers or the public from harm or illegal activities, or (e) to respond to an emergency which we believe in the good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person.

Business Transfers: We may share or transfer your information (including your Personal Information) in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

Information we do not share

We do not share Personal Information about you with third parties for their marketing purposes (including direct marketing purposes) without your permission.

Data storage, transfer and security

Erpsync hosts data with hosting service providers in numerous countries including the United States and Australia. The servers on which Personal Information is stored are kept in a controlled environment. While we take reasonable efforts to guard your Personal Information, no security system is impenetrable and due to the inherent nature of the Internet as an open global communications vehicle, we cannot guarantee that information, during transmission through the Internet or while stored on our systems or otherwise in our care, will be absolutely safe from intrusion by others, such as hackers. In addition, we cannot guarantee that any passively-collected Personal Information you choose to store in Websites or SaaS Products are maintained at levels of protection to meet specific needs or obligations you may have relating to that information.

Where data is transferred over the Internet as part of a Website or SaaS Product, the data is encrypted using industry standard SSL (HTTPS).

Where Downloadable Products are used, responsibility of securing access to the data you store in the Downloadable Products rests with you and not Erpsync. We strongly recommend that administrators of Downloadable Products configure SSL to prevent interception of data transmitted over networks and to restrict access to the databases and other storage used to hold data.

Your Choices

You may opt out of receiving promotional communications from Erpsync by using the unsubscribe link within each email, updating your email preferences at yourusername.erpsync.co, or emailing us to have your contact information removed from our promotional email list or registration database. Although opt-out requests are usually processed immediately, please allow ten (10) business days for a removal request to be processed. Even after you opt out from receiving promotional messages from us, you will continue to receive transactional messages from us regarding Erpsync's Services.

Accessing and updating your information

You can access and amend some of the information we keep about you through your account settings from yourusername.erpsync.co

Compliance with privacy laws and regulations

You agree not to use the Erpsync Services in a manner that would violate laws protecting an individual's privacy rights, health or financial data, including the Health Insurance Portability and Accountability Act of 1996 as amended (HIPAA) and the Gramm-Leach-Bliley Act and its implementing regulations, the Privacy Rule and the Safeguards Rule.