



## Privacy Policy

Thrive IT Ltd. is committed to protecting your privacy. This privacy policy applies to all data collected and stored by Thrive IT Ltd. through your use and administration of TeamTrack services (the “Services,” as further defined below). It does not apply to other linked or integrated services such as Microsoft Office 365, or the privacy policies of our data storage providers, outlined below.

**Notice to Users:** This privacy statement is written for the organization or company (our “customers”) that contracts with Thrive IT Ltd. for the Services. All references to “you” or “your” in this privacy statement are to our customers. Users of the Services should direct privacy-related enquiries to the organization or company that provides access to the Services.

### Customer Data

Customer Data is all data, including all text, image files, PDF files, or any other files that you provide through your use of the Services. Customer Data does not include Administrator Data, Payment Data, or Support Data, as defined below.

We only use Customer Data to provide the Services. This may include troubleshooting aimed at preventing, detecting and repairing problems affecting the operation of the Services and the improvement of features. We do not share Customer Data with third parties at any time, except as you direct through use of the Services or unless required by law.

### Administrator Data

Administrator Data is information about administrators provided during sign-up, purchase, or administration of the Services. This may include name, address, phone number, and email address, whether collected at initial enquiry or purchase or later during management of the Services.

Administrator Data is used to complete the transactions you request, administer your account and improve the Services. We do not share Administrator Data with third parties at any time, unless required by law.

We may contact you to provide information about new functionality, billing and other important updates about the Services, including security or other technical matters.

## Payment Data

Payment Data (if paying by Direct Debit only) is the information that you provide providing payment for the Services. This may include your name, billing address, account number and other financial data.

Payment Data is used to complete transactions, as well as to detect and prevent fraud. In support of these uses, Thrive IT Ltd. may share your Payment Data with banks and other entities that process payment transactions or other financial services, for payment processing and fraud prevention.

When you provide Payment Data, we will not store that data at any time.

## Support Data

Support Data is the information we collect when you submit a support request such as contact information, information about the Service when the fault occurred and during diagnostics.

Support may be provided through phone or e-mail. We may use Remote Access, with your permission, to temporarily navigate your desktop. We use Support Data in the same way as we use your information, as described in this privacy statement. Additionally, we use it to resolve your support incident and for training purposes.

## Cookies & Similar Technologies

The Services use "cookies", small text files placed on a device's hard disk by a web server. Most web browsers automatically accept cookies and usage of the Services requires this to be active. Cookie data is sent to the server and is used for the following purposes:

- Storing user preferences and settings.
- Sign-in and authentication.

The Services use "LocalStorage" to store additional user preferences and settings. This data remains on the local device at all times and is not transmitted to our servers.

We do not use site analytics or data processing services in our Services.

## Sharing Your Information

We will not disclose Customer Data or Administrator Data ("your information") outside of Thrive IT Ltd. at any time, except as you direct or unless required by law. If compelled to

disclose Customer Data to a third party, we will use notify you in advance of a disclosure unless legally prohibited.

Payment Data (if payment by Direct Debit only) will be shared with third parties for purposes of fraud prevention or to process payment transactions only, as further described in this statement.

We will not substantively respond to data protection and privacy requests from your users without your prior written consent, unless required by applicable law.

## Security

If we become aware of any unlawful access to any Customer Data, or unauthorized access to such equipment or facilities resulting in loss, disclosure, or alteration of Customer Data (each a "Security Incident"), we will: (a) notify you of the Security Incident; (b) investigate the Security Incident and provide you with information about the Security Incident; and (c) take reasonable steps to mitigate the effects and to minimize any damage resulting from the Security Incident.

You agree that:

- An unsuccessful Security Incident will not be subject to this Section. An unsuccessful Security Incident is one that results in no unauthorized access to Customer Data. This may include, without limitation, pings and other broadcast attacks on firewalls or edge servers, port scans, unsuccessful log-on attempts, denial of service attacks, packet sniffing (or other unauthorized access to traffic data that does not result in access beyond IP addresses or headers) or similar incidents.
- Our obligation to report or respond to a Security Incident under this Section is not and will not be construed as an acknowledgement by Thrive IT Ltd. of any fault or liability with respect to the Security Incident.
- Notification of a Security Incident, if any, will be delivered to one or more of your administrators by any means we select, including via email. It is your sole responsibility to ensure your administrators maintain accurate contact information at all times.

## Other Information

### Trial Period

Services trials are provided for the purpose of testing the Services before purchase. Thrive IT Ltd. may temporarily retain your information collected during a Services trial after the end of the trial period to improve your customer experience in the event that you later decide to purchase the Services. However, your information may be deleted by the Services at any time after the end of the Services trial period, if you do not continue with our Services, without notice.

## Google Drive Integration

The optional Google Drive integration uses Google Drive API to help store your project and event files. A folder structure is created in your Google Drive Team Site, based on the criteria you specify within TeamTrack. Documents generated in TeamTrack are then optionally stored in Google Drive based on project and event references. TeamTrack also provides direct links to folders within this structure. TeamTrack does not access or store Google user data except to maintain a login by retrieving access tokens. TeamTrack does not store or transfer any documents from Google Drive.

## Data Location

Your Services' data is stored and located in the United Kingdom. Our Services and your related Customer Data is stored within the Google Cloud Platform in London, UK. For security and compliance information for the Google Cloud, please visit:

<https://cloud.google.com/security/>

Administrator data may be stored within the Google Cloud or Microsoft Cloud as part of Microsoft's Office 365 services. For security and compliance information for the Microsoft Cloud, please visit: <https://www.microsoft.com/online/legal/v2/?docid=43>

## Changes to the TeamTrack Privacy Policy

We will occasionally update this privacy statement to reflect changes in our Services. When we post changes to this statement, we will revise the "last updated" date at the top of the statement. If there are material changes to this statement or in how Thrive IT Ltd. will use or store your information, we will notify you by either posting a notice of such changes before they take effect, or by direct notification. We encourage you to periodically review this privacy statement to learn how Thrive IT Ltd. is protecting your information.

## Contact Us

If you have questions about Thrive IT Ltd.'s privacy and security commitments please email [security@thrivewithus.co.uk](mailto:security@thrivewithus.co.uk)

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