

## **FIELDBIT**

### **PRIVACY AND COOKIE NOTICE**

Fieldbit Ltd. (“**Fieldbit**” or “**we**” or “**us**” or “**our**”) develops, operates and markets FIELDBIT SYSTEM – a cloud-based software platform which enables hands-free visual collaboration among field service personnel, end users, experts and management using augmented reality and other technologies. To make this policy easier to read, we call the Websites and the Applications together the “**Services**”.

Fieldbit's headquarters are located in Raanana, Israel.

We care about our user’s (“**user**” or “**you**” or “**yours**”) privacy and we take it seriously. This Privacy and Cookie Notice (“**Privacy Notice**”) describes Fieldbit policies and practices regarding its collection and use of your personal data, and sets forth your privacy rights. We thank you for dedicating your time to read this document.

Capitalized terms which are not defined herein, shall have the meaning ascribed to them in our End-User Terms of Use is available at [www.fieldbit.net](http://www.fieldbit.net) which this Privacy Notice is incorporated thereto by reference.

We want to make your experience from our Services satisfying and safe. We are committed to protecting the privacy of all users who:

- Visit any websites or mobile sites offered by Fieldbit, including without limitation [www.fieldbit.net](http://www.fieldbit.net) and [hero.fieldbit.net](http://hero.fieldbit.net) and including all subdomains, present and future (the “**Websites**”);
- Use the mobile applications that Fieldbit makes available from time to time (the “**Applications**”);

**PLEASE NOTE: By entering, connecting to, accessing or using the Services (or any part thereof), you agree and accept the terms and conditions set forth in this Privacy Notice, including the collection and processing of your personal data (as defined below). If you disagree to any term provided herein, you may not access and/or use the service in any manner whatsoever, as we can't provide the Services without gathering the data, as explained below.**

In accordance with the General Data Protection Regulation (GDPR), the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other relevant legislation, we intend to comply with strengthen and unify Data Protection and Information Security for all individuals which those legislation concern to.

#### **1. Information Collected and its Usage**

Unless stated otherwise, we will not share, sell, auction off or give away your personal data to any third-party or other organization without first obtaining your prior written consent and/or in order for us to perform our Services as described following. In addition, we do not use your personal data in any way that would identify you personally, unless you consent to such use for a specific purpose or in order for us to perform our Services as described following.

In order to provide our Services, we may collect the following types of information:

- **Information you or your employer has provided us with your consent, according to contractual obligations.** We provide you our Services in accordance to an agreement between you and Fieldbit or an agreement between your employer and Fieldbit. For registration and access to our Services, you should supply your personal data to our Service, including: name, business email address and business phone number. We process this information on the basis of existing agreement or that you or your employer have requested and we may use this information before we enter into a legal agreement with you. Please note that you don't have any legal obligation to provide us your personal data and you hereby consent to provide us with the aforementioned details in order to receive the Services.
- **Use of information we collect through automated systems when using our Services.** When you use our Services, we may automatically receive and record information from your device, documents and browser, including your IP address, cookie information, your regional and language settings and software and hardware attributes. Our Services may automatically record and store technical information regarding the method and nature of your use of the Services, including without limitation which pages or widgets of the Services you view, exit and entrance pages, what videos you watch, impressions, the number of views you get and any actions you make in the Services. We use your IP address to help with server problem diagnosis and to administer the Services. An IP address is a numeric code that identifies your device on a network, or in this case, the Internet. For more information read our Cookies Notice later in this document.
- **Traffic data collected through the Services.** In addition to the information we collect as described above, we may use technology to collect information about the use of the Services. For example, our Services may automatically record and store browser information, search history, exit point, use time, platform type, operating system information, number of clicks and cookies. This technology does not identify you personally, it simply enables us to compile statistics about our visitors/users and their use of the Services. The Services contain hyperlinks to other pages, widgets and features on the Services. We may use technology to track how often these links are used and which pages, widgets and features of the Services our visitors choose to view. Again, this technology does not identify you personally it simply enables us to compile statistics about the use of these hyperlinks. For more information read our Cookies Notice later in this document.
- **Use of information regarding your location.** We may collect location data through your use of the Services, if you allow the Fieldbit application to access location services on your mobile device. We use this data for the provision and further improvement of the Services and other services provided by Fieldbit and in order to improve the data used by the Services.
- **Cookies Notice - Use of Cookies and Web Beacons.** In order to collect and analyze the data described herein, including device and user usage data, we may use in our Services temporary cookies that remain on your device for a limited period of time. We also use persistent cookies that remain on your device until Fieldbit application is removed and is used to process the information described in this policy. We also use Google Analytics, for more information about Google Analytics and of how it collects and processes data please look at the following link: <http://www.google.com/policies/privacy/partners/>. Cookies by themselves cannot be used to discover the identity of the user. A cookie is a small piece of information which is sent to and stored on your device. Cookies do not damage your device. Some browsers and devices enable you to set your preferences so that you will be notified when you receive a cookie. This enables you to decide if you want to accept it or not. If you will not accept it, you may not be able to use some of the Service's functions. We may also use web beacons via the Services to collect

information. Web beacons or "gifs", are electronic images that may be used in our Services or in our emails. We use Web beacons to deliver cookies, count visits and to tell if an email has been opened and acted upon.

- **User communications.** When you send email or other communication to Fieldbit, we may retain those communications in order to process your inquiries, respond to your requests and improve our Services. We may send you service and update related emails and notifications. We may also send you newsletters and promotional communications if you joined our mailing list. You may opt-out of this service at any time by submitting a request [info@fieldbit.net](mailto:info@fieldbit.net) or by choosing the "unsubscribe" option in the receiving newsletter.
- **Purpose of gathering information.** We process your personal data only for specific and limited purposes, including the provision of the Services. We ask only for personal data that is adequate, relevant and not excessive for those purposes. Some of these purposes may include to inform you of new services and features we will be providing, to send you requested information and additional materials in respect of the Services, for promotional purposes and market research, and internally to help us improve our Services and to help resolve any problems.
- **Analysis.** Fieldbit uses all of the personal data that we collect to understand the usage trends and preferences of our users, to improve the way the Services work and look, and to create new features and functionality.
- **Third Parties.** We sometimes supplement the information that you provide with information that is received from third parties.
- **Choices for personal data.** We will not collect or use personal data for purposes other than those described in this Privacy Notice and/or in any other legal instrument in effect between us. If we intend to use your personal data for any purposes other than those described in this Privacy Notice and/or in Fieldbit EULA, we will update this Privacy Notice in accordance to the additional purposes and/or we will ask for your consent prior to such use, if applicable. You can decline to submit personal data, in which case Fieldbit may not be able to provide you some of the Services.

It is clarified that the information collected through the Services regarding your business belongs to you. However, Fieldbit may collect, use and publish Anonymous Information (as defined below), and disclose it to third parties, for providing the Services, improvement, publishing and marketing the Services. "**Anonymous Information**" means information concerning the use of the Services which does not allow identification of an individual, such as aggregated information and analysis on the patterns of use of the Services. Fieldbit is the owner of all the Anonymous Information collected or received using the Services, all in accordance with the EULA, available at [https://www.fieldbit.net/legal\\_info](https://www.fieldbit.net/legal_info)

**Links.** Links to other sites and applications may be provided by Fieldbit as a convenience to our users. Fieldbit is not responsible for the privacy practices, the content and the accuracy of the information of other sites and applications. This Privacy Notice applies solely to personal data collected by us.

## 2. Information sharing

Fieldbit only shares personal data with other companies or individuals in the following limited circumstances:

- As required for the provision of the Services.

- We have your consent.
- We require opt-in consent for the sharing of any sensitive personal data.
- We provide personal data to our affiliates or other trusted businesses or persons for the purposes of processing personal data on our behalf. We require that these parties agree to process such personal data based on our instructions and in compliance with the any relevant legislation, this notice and any other appropriate confidentiality and security measures.
- We have a good faith belief that access, use, preservation or disclosure of such personal data is reasonably necessary to (a) satisfy any applicable law, regulation, legal process or enforceable governmental request, (b) enforce applicable agreements and/or their terms, including investigation of potential violations thereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, or (d) protect against imminent harm to the rights, property or safety of Fieldbit, its users or the public as required or permitted by law.
- If we become involved in a merger, acquisition, or any form of sale of some or all of our assets.
- If we obtain assurances from our agents that they will safeguard personal data through measures consistent with this Privacy Notice. Where we have knowledge that an agent is using or disclosing personal data in a manner contrary to this Privacy Notice, we take commercially reasonable steps to prevent or stop the unauthorized use or disclosure.

### **3. Data integrity, accessing and updating personal data**

Fieldbit processes personal data only for the purposes for which it was collected and in accordance with this Privacy Notice or any applicable service agreements. We review our data collection, storage and processing practices to ensure that we only collect, store and process the personal data needed to provide or improve our Services. We take reasonable steps to ensure that the personal data we process is accurate, complete, and current, but we depend on our users to update or correct their personal data whenever necessary. Nothing in this Privacy Notice is interpreted as an obligation to store information, and we may, at our own discretion, delete or avoid from recording and storing any information.

#### **Note to our users in the EU:**

The European Union's General Data Protection Regulation (GDPR) provides you certain rights as described as follows:

- (a) You have a right to withdraw your consent at any time.** However, the withdrawal of consent shall not affect the lawfulness of processing based on your consent before its withdrawal.
- (b) You have the right to access your personal data** and supplementary information, rectify your data and data portability. By using our Services, you have a direct access to all your personal data that you provide to us. In that way, you can rectify inaccurate personal data concerning to you. In case which there is personal data which you can't rectify, you can contact us with enough information to permit us to identify you, and we will rectify your information without undue delay. If you'd like, we can give you this information in a structured, commonly used and machine-readable format. We will also notify any third party who received this personal data from us of the necessary changes.
- (c) You have the right to erase your information ("The right to be forgotten").** However, such a decision may result in the need to terminate the Services provided to you. This right

applies in certain circumstances and as long there is not a legal requirement or duty which determine otherwise. Note that we may retain your personal data for a minimum period required to provide the Services, or pursuant to any applicable law and legitimate interests. Please note, upon request to delete your account, Fieldbit may depersonalize (and un-identifiable) your personal data and/or your service activity history for the purpose of enhancing and improving our Services.

- (d) If you consider that your rights under the GDPR are infringed, **you have the right to lodge a complaint with a supervisory authority.**

For more information regarding to your rights according to the GDPR you can visit the United Kingdom's Information Commissioner's Office website:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr>

**Please Note:**

- We do not charge for complying with a correction request, however, for all other requests, we may charge a small fee to cover its costs. Requests to delete personal data are subject to any applicable legal and ethical reporting or document retention obligations imposed on Fieldbit.
- We ask individual users to identify themselves and the personal data requested to be accessed, corrected or removed before processing such requests, and we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical, or for which access is not otherwise required.

#### **4. Enforcement**

Fieldbit regularly reviews its compliance with this Privacy Notice. Please feel free to direct any questions or concerns regarding this Privacy Notice or our treatment of personal data by contacting us as provided above. When we receive formal written complaints, it is our policy to contact the complaining user regarding his or her concerns. We will cooperate with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between Fieldbit and an individual.

#### **5. Changes to this Privacy Policy**

Fieldbit reserves the right to change this Privacy Notice at any time, in our sole discretion. We will provide notice of substantial changes of this Privacy Notice on the Services and/or we will send you an e-mail regarding such changes to the e-mail address that is registered in our systems. Such substantial changes will take effect seven (7) days after such notice was provided on any of the above-mentioned methods. Otherwise, all other changes to this Privacy Notice are effective as of the stated "Last revised" date, and your continued use of the Services after the updated date will constitute acceptance of, and agreement to be bound by, those changes.

#### **6. Consent to Processing**

By providing any personal data to us pursuant to this policy, all users, fully understand and unambiguously consent to this Privacy Notice and to the collection and processing of such personal data

under these terms. The server on which the Services are hosted and/or through which the Services are processed may be outside the country from which you access the Services and may be outside your country of residence. Some of the uses and disclosures mentioned in this Privacy Notice may involve the transfer of your personal data to various countries around the world that may have different levels of privacy protection than your country. By submitting your personal data through the Services, you consent, acknowledge, and agree that we may collect, use, transfer, and disclose your personal data as described in this Privacy Notice. However, we are committed to protect your personal data and to take appropriate steps to ensure that your personal data is processed and stored securely and in accordance with applicable privacy laws, as detailed in this Privacy Notice. Such steps include putting in place data transfer agreements or ensuring our third-party service providers comply with our data transfer protection measures.

[www.fielbit.net](http://www.fielbit.net) is hosted on GoDaddy's infrastructures and servers which are located in the United State. GoDaddy declares compliance with the E.U-U.S and Swiss-U.S. Privacy Shield Frameworks and GDPR. Therefore, we rely on GoDaddy security and privacy regarding to the infrastructure. (Hereby GoDaddy's Privacy Policy <https://il.godaddy.com/en/agreements/showdoc?pageid=PRIVACY>).

Fieldbit System ([hero.fielbit.net](http://hero.fielbit.net), [admin.fielbit.net](http://admin.fielbit.net)) are hosted on Amazon Web Services, Inc. (hence: "AWS") infrastructure in Frankfurt, and your data is maintained on AWS. Therefore, we rely on AWS security and privacy regarding to the infrastructure. (Herby AWS's Privacy Policy <https://aws.amazon.com/privacy>).

**Note to our users in the EU:**

If you are located in the EU, you have a right to request further information regarding the data transfer mechanisms used by us with respect to data transfers to third countries and to international organizations.

In case that your data will be stored outside the EU, we will apply strict safeguards which may include the following:

- Transferring your personal data to countries approved by the European Commission as having adequate data protection laws.
- Entering into standard contracts that have been approved by the European Commission and which provide an adequate level of high quality protection, with the recipients of your personal data.
- Transferring your personal data to organizations in the United State that are Privacy Shield Scheme certified, as approved by the European Commission.

## **7. Minors**

To use the Services, you must be over the age of sixteen (16) years old. Fieldbit does not knowingly collect personal data from minors under the age of sixteen (16), unless such personal data was provided by the User's family member who is over the age of sixteen (16) and has all of the required consents, approvals, and rights to consent uploading personal data on the minor's behalf. We reserve the right to request proof of age at any stage so that we can verify that minors under the age of sixteen (16) are not using the Services. If it comes to our knowledge that a person under the age of sixteen (16) is using the Services, we reserve the right to prohibit and block such User from accessing the Service.

## **8. Contact Us**

If you have any questions about this Privacy Notice or concerns about the way we process your personal data, please contact us at [info@fieldbit.net](mailto:info@fieldbit.net).

By contacting us, you acknowledge the fact that if the information delivered by you is not enough for us to make a definite identification of you, we may request the provision of additional data necessary to confirm the identity of the data subject.