

Privacy Policy

ZecOps Inc. (“**ZecOps**”, “**we**”) is committed to maintaining the privacy of its users (“**user**”, “**you**”). The following information describes how ZecOps collects and processes information about you when you use our website (the “**Website**”) and Services (as defined below).

Our Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information.
- Your rights with regard to the collection of such information.

By using our Website and Services (as defined below), you agree to this Privacy Policy.

ZecOps provides an automated cyber-security analytics, digital forensics, AIOps, IT Ops, and Dev Ops analysis software which enables to cluster, discover and analyze cyber-security threats and follow the course of action and objectives of cyber attackers as well as reduce the risk of potential harm. Additional services include IT Ops and DevOps analysis software for clustering, analysis, and automated troubleshooting of software, hardware, configuration and various types of faults (all of the foregoing in this paragraph, collectively, the “**Services**”).

Collecting Information

Please note that the scope of this Privacy Policy is limited only to information collected by ZecOps through your use of its Website and Services. With respect to our Website, some information may be automatically collected, and some is collected when you interact with our Website. The type of information that may be automatically collected is non-personal information, which includes your session durations, the content you accessed on the Website, the frequency and scope of your use of the Website and information about your computer and internet connection including the operating system you use and browser type.

Information from which you can be personally identified may also be collected, including but not limited to your name, email address, telephone number, company, and the location of the computer through which you used the Website (hereinafter: “**Personal Information**”). Personal Information shall be collected only if received voluntarily from you, including, without limitation when becoming a registered partner to use the Services, when registering to use the Services, creating a partner account, requesting a demo via our Website, posting on our Blog’s Section or completing any of the contact forms available through the Website.

With respect to ZecOps’ Services, we collect unique identifiers of iOS devices (“**Device**”). The Device analytics contain details about the hardware, operating system specifications, performance statistics, as well as information on how you use your Devices and applications. iOS Device collection of information shall be conducted in accordance with Apple’s official Device Analytics & Privacy policy available here: <https://www.apple.com/privacy/approach-to-privacy>.

By default, ZecOps iOS analysis services does not collect material Personal Information, however, upon providing enhanced logs, Personal Information is included within the logs and additional anonymization can be done prior to uploading it to ZecOps’ Services.

Extended log collection may include system diagnostics and full extraction. System diagnostics may include additional Personal Information such as Apple ID email, and Wifi names, however this information could be anonymized prior to sharing with ZecOps’ Services.

The default settings do not collect any material PII as defined below.

ZecOps does NOT collect material PII, such as:

- Passwords
- Videos
- Photos
- Contact list
- Call logs
- Contents of text messages
- Content of instant messengers (e.g., WhatsApp, Signal, Telegram, iMessage, FaceTime, etc.)
- 2FA tokens.

Full extraction does allow ZecOps provided software to access Personal Information, however we do not collect it by default and wherever possible when performing full device dump, we recommend not to upload users' data folders.

Use of Information

We use the Personal Information we collect from you for a range of different business purposes according to different legal bases of processing. We may use or process your Personal Information for the following purposes. One or more purposes may apply simultaneously.

1. Providing the Requested Services

- We collect Personal Information to provide you with the Services you contracted to receive.
- Such collection of information will enable us to trace faults and cyber-attacks on your Device as well as reduce your risk of encountering cyber-attacks.
- ZecOps' Log Extractor allows users to specify an email address that will be used to communicate analysis results. ZecOps will use such email address to deliver a digital forensics report about the respective Device.
- Such collection of information will also enable us to provide you with technical and professional assistance, with regard to the Services you use or intend to use.

We process the Personal Information where it is necessary for the adequate performance of the contract regarding the requested Services.

2. Improvement and Development of the Services

- We collect Personal Information to improve and develop our Services and understand feedback on ZecOps' Services and to help provide more information on the use of our Services quickly and easily.
- We collect Personal Information for ongoing review and improvement of the information provided on our Website to ensure it is user friendly.

- We collect Personal Information to improve the management and administration of our business and maintain compliancy with our internal policies and procedures.
- We conduct surveys and research, test features in development, and analyze the information we have to evaluate and improve our Services, develop new features, improve the threat analysis and detection engine, and conduct audits and troubleshooting activities.

We process this information in light of our legitimate interest in improving the Services, to allow our users to have the best experience.

3. Maintain a Safe and Secure Environment

We may use your information to detect and prevent fraud, abuse and security incidents in the following ways:

- Verify and authenticate your identity and prevent unauthorized or illegal activity;
- Enhance the safety and security of our Services;
- Conduct security investigations and risk assessments;
- Prevent or take action against activities that are, or may be, in breach of our terms of service or applicable law.

We process this information in light of our legitimate interest in improving our Services and enabling our users to browse in a secure environment.

4. Personalize Content, Advertising and Marketing

- If you have used ZecOps' Services in the past or registered via the Website to become our Partner, we have a legitimate business interest for matching the data we collect with other data we had already collected.
- This enables us to understand your needs and interests, optimize the content we send you and make it more suitable and relevant to your needs.
- This also enables us to improve your experience on the Website by providing you with personalized content, recommendations, and features.
- If you registered to our Threat Advisories mailing list, ZecOps will send you from time to time, emails about newly discovered vulnerabilities, associated best practice reports and industry/ZecOps news.
- ZecOps may use the detected threats for marketing purposes including but not limited to blog posts, webinars, etc. The content will be anonymized: The name of the affected customer will not be revealed without a written permission.

We process this information in light of our legitimate interest to personalize your experience and customize our content.

Disclosure of Information and Transfer of Data

Except as otherwise provided in this Privacy Policy, we reasonably attempt to ensure that we never

intentionally disclose any of your Personal Information, to any third party without having received your permission, except as provided for herein or otherwise as permitted or required under law.

In order to perform our contractual and other legal responsibilities or purposes, we may, from time to time, need to share your Personal Information with third parties. We may as well share your Personal Information with our affiliates, subsidiaries or any third-party service providers and individuals to facilitate our Services or any portion thereof, such as marketing, data management or maintenance services. In particular, we use Amazon AWS, Microsoft Azure, Google Cloud Platform and IBM Cloud to store your Personal Information in a secured manner. We may also share your information with analytics service providers for analytics services. Such analytics service providers set their own cookies or other identifiers on your computer, through which they can collect information about your usage of our Website. This helps us compile aggregated statistics about the effectiveness of our Website and Services.

The above mentioned third parties may be located in countries other than your own, and we may send them information we receive. We may transfer your Personal Information while using appropriate and suitable safeguards, while using a variety of legal mechanisms, including contracts, to ensure your rights and protections travel with your data.

We may also transfer your information, including Personal Information, in connection with a corporate merger, consolidation, the sale of related assets or corporate division or other fundamental corporate changes. Furthermore, information about you may also be released in order to comply with any valid legal obligation or inquiry or process such as a search warrant, subpoena, statute or court order. We will also release specific information in special cases, such as if you use the Website or Services to perform an unlawful act or omission or take any act or omission that may damage ZecOps, its property and goodwill, or if there is an attempted breach of the security of the Website or Services or a physical or property threat to you or others. You have the right to file a complaint to the applicable Privacy Protection Authority regarding any of the practices described in this Privacy Policy.

Your Rights

You have the right at any time to request to access or modify your information. To exercise these options, please contact us at privacy@jamf.com.

In some jurisdictions, in particular those located within the European Union (the "EU") or within the European Economic Area (the "EEA"), you may be afforded specific rights regarding your Personal Information. Subject to such eligibility, you may have the following rights to:

1. Request a rectification of your Personal Information where the information we hold about you is incorrect or incomplete.
2. Object to the processing of your Personal Information for direct marketing purposes.
3. Object to the processing of your Personal Information where our legal basis for that processing is that such processing is necessary for our legitimate interests.
4. Object to an automated decision-making (including profiling) in certain circumstances.
5. Request the erasure of your Personal Information in certain circumstances, such as where processing is no longer necessary for the purpose it was originally collected for, and there is no compelling reason for us to continue to process or store it; means, where our processing is either based on your consent or is necessary for the performance of a contract with you.

Generally, with regard to information collected via the Website and Service, ZecOps is considered a

"Data Controller". Therefore, if you wish to exercise the above-mentioned rights, please contact us at privacy@jamf.com, and we will make our best efforts to fulfill your request.

California Online Privacy Protection Act

CalOPPA requires commercial websites and online services to post a privacy policy. The law's reach stretches well beyond California to require any person or company in the United States (and conceivably the world) that operates websites collecting Personally Identifiable Information from California consumers, to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals or companies with whom it is being shared. See more at: <https://consumercal.org/about-cfc/cfc-education-foundation/california-online-privacy-protection-act-caloppa-3/#sthash.tujUzAhM.dpbs>.

According to CalOPPA, ZecOps agrees to the following:

- Once this Privacy Policy is created, we will add a link to it on our home page.
- You can request to change your Personal Information by emailing us at privacy@jamf.com.

California Privacy Rights

The California Consumer Privacy Act of 2018 ("CCPA") permits users who are California residents to request and obtain from us once a year, free of charge, a list of the third parties to whom we have disclosed their Personal Information (if any) in the prior calendar year, as well as the type of Personal Information disclosed to those third parties.

Please note that we do not sell your Personal Information. Also, if you choose to exercise your rights, we will not charge you different prices or provide different quality of our Services, unless those differences are related to your provision of your Personal Information.

If a request has been made by you, we will be obligated to verify your identity and request before further action is taken. As a part of this process, government identification may be required. Moreover, you may designate an authorized agent to make a request on your behalf.

We endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. Any disclosures we provide, will only cover the 12-month period preceding your verifiable request's receipt. If, for some reason, we cannot reply within such time frame, our response will include an explanation for our inability to comply. If you wish to exercise your CCPA rights, please contact us at privacy@jamf.com.

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

1. Deny you goods or services.
2. Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
3. Provide you with a different level or quality of goods or services.
4. Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

CAN SPAM Act

The CAN-SPAM Act is a Federal US law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out strict penalties for violations.

To be in accordance with CANSPAM, ZecOps agrees to the following:

- Not use false or misleading subjects or email addresses.
- Identify the commercial message sent to you as an advertisement when required.
- Include the physical address of our business or site headquarters.
- Monitor third-party email marketing services for compliance, if one is used.
- Honor opt-out/unsubscribe requests quickly.
- Allow users to unsubscribe by using the link at the bottom of each email.

If at any time you would like to unsubscribe from receiving future emails, you can email us at privacy@jamf.com and we will promptly remove you from ALL correspondence.

Cookies

We may use “cookies” and/or other technologies or files (collectively, “**cookies**”) to identify how visitors make use of this Website and Services. This aggregated tracking information may be used to help us improve and enhance the Website experience for all of our visitors. In addition, cookies are used for adjusting the Website to your personal preferences. Cookies contain information such as the pages you visited, the length of time you stayed on the Website, the location from which you accessed the Website and more. If you would prefer not to have cookies stored on your computer, you may modify your browser settings to reject most cookies, or manually remove cookies that have been placed on your computer. However, by rejecting the cookies, you may be unable to fully access the offerings on this Website. To find out more about cookies, visit www.allaboutcookies.org.

Opt In or Opt Out

You are always in control of your data, and if you choose to receive information from us, or others, you can change your mind later. If, at any time, you would like to stop receiving such information or opt out of a feature, you may notify us by writing to privacy@jamf.com. You should be aware, however, that it is not always possible to completely remove or modify information in our databases and servers, although we will always make reasonable efforts to do so upon your request.

Links to Other Websites

This Website may provide links to other websites. Please be aware that these other websites are not covered by our Privacy Policy. This Privacy Policy does not cover the information practices exercised by other providers of products or services, advertisers or other websites, companies or individuals, which are not owned or controlled by ZecOps. We suggest that when linking to another website, you always read that website’s privacy policy before volunteering any personally identifiable information.

Data Security

We deploy industry standard, or better measures to ensure the security, confidentiality, integrity and availability of the Personal Information we process. We maintain physical, technical and administrative safeguards, and test and update these periodically. We endeavor to restrict access to Personal Information on a 'need to know' basis for the provision of Services to you. No such measures are perfect or impenetrable. In the event of a security breach, we will take all reasonable action to minimize any harm. Although we will do our best to protect Personal Information, we cannot guarantee the security of data transmitted to our Website and Services, and transmission is at the user's own risk.

Data Retention

Generally, ZecOps does not retain information longer than necessary to provide its Services and for its reasonable business and lawful needs. If you withdraw your consent to us processing your data, we will erase your Personal Information from our systems, unless the data is required for ZecOps to establish, exercise or defend against legal claims or it is necessary for the performance of the requested Services.

Data may be used by ZecOps to improve the quality of its services and solutions, and if anonymized such data may be retained by ZecOps as a whole, or in parts, indefinitely.

Children's Privacy

The Service is not intended for children under the age of 16. We do not, knowingly or intentionally, collect information about children who are under 16 years of age.

IF YOU ARE UNDER THE AGE OF 16 YOU MAY NOT USE THE SERVICE, UNLESS PARENTAL CONSENT IS PROVIDED ACCORDINGLY

Questions Regarding Our Privacy Policy

If you have any questions regarding this Privacy Policy or the practices described above, you are always welcome to contact us at privacy@jamf.com.

Revisions and Modifications to our Privacy Policy

We reserve the right to revise, amend, or modify this Privacy Policy at any time. When changing the policy, we will update this posting accordingly. Please review this Privacy Policy often so that you will remain updated regarding our current policies.

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