

# Ellipsis Limited - Data Privacy Policy

Ellipsis Limited (“Ellipsis”) is committed to protecting and respecting your privacy. Ellipsis collects, uses and keeps information in compliance with the General Data Protection Regulation (Regulation (EU) 2016/679) (“GDPR”), the Privacy and Electronic Communications (EC Directive) Regulations 2003, the UK Data Protection Act 2018 and all relevant regulations. For the purpose of GDPR, the data processor is Ellipsis.

This policy, and any other documents referred to, set out the basis on which any personal data Ellipsis collects from you, or that you provide to us, will be processed by us. Please read the following privacy policy to understand how we collect and use your personal data, for example when you contact us, visit our website (Site), apply for a job, or use our products and services.

Whenever you give us personal data, you are consenting to its processing, collection and use in accordance with this privacy policy. You may withdraw your consent at any time by emailing [support@capacityapp.io](mailto:support@capacityapp.io) with your full name.

## INFORMATION ELLIPSIS MAY COLLECT FROM YOU

Ellipsis may collect and process the following data about you:

- information you provide us through inquiries and/or feedback;
- your Internet Protocol (IP) address, operating system and web browser used when accessing our site and/or app;
- Ellipsis may also ask you for information when you report a problem with our site and/or app;
- if you contact us, Ellipsis may keep a record of that correspondence;
- details of your visits to our site and/or app;
- details of any errors that have occurred in your use of our site and/or app; and
- any information that you input into our app.

## IP ADDRESSES

Ellipsis may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual. This will be collected via a third party provider.

## **COOKIES**

Cookies are small text files that websites save to your computer. These pieces of information are used to improve services for you through, for example: (i) remembering settings, so you don't have to keep re-entering them whenever you visit a new page; (ii) remembering information you've given (e.g. your postcode) so you don't need to keep entering it.

Session cookies allow us to track your actions during a single browser session, for example to remember the items returned from a search. They do not remain on your device beyond your session.

Persistent cookies remain on your device between sessions and allow us to authenticate you and to remember your preferences.

Session and persistent cookies can be either first or third-party cookies — a first-party cookie is set by the website being visited. A third-party cookie is issued by a different website to that being visited.

Our website may use a third-party cookie provided by Google Analytics to gather anonymized information for the benefit of all web users. Ellipsis do not use behavioural targeting cookies. All our cookies fall within the ICC classifications Strictly Necessary, Functionality and Performance and none within the classification Behavioural Targeting.

If at any time you wish to disable our cookies you may do so through the settings on your browser, but if you do so you will not be able to use our service.

To learn more about cookies and how to manage them, visit [AboutCookies.org](http://AboutCookies.org).

## **PROVIDING PRODUCTS AND SERVICES**

If you purchase or use our products or services, we may use your personal data for purposes which include but are not limited to:

- verifying your credentials;
- providing maintenance and technical support;
- providing information about product upgrades, updates and renewals;
- generating logs, statistics and reports on service usage, service performance and malware infection;
- developing and enhancing products, services, and our infrastructure;
- processing orders and generating billing information;
- improving user experience by allowing the service to be updated via email; and

- requesting feedback from users.

Certain products and services may include features that collect additional personal data for other purposes, as described in the applicable customer agreement. For detailed information, please also refer to the applicable product or service description.

## **WHERE YOUR PERSONAL DATA IS STORED**

Your personal data is securely stored by Ellipsis on the Ellipsis servers located in London, United Kingdom. Ellipsis has set up systems and processes to prevent unauthorized access or disclosure of your data.

## **SECURITY**

Ellipsis endeavours to hold all personal data securely in accordance with our internal security procedures and applicable law. We update and test our security on an ongoing basis. Ellipsis will do its best to protect your personal data, but Ellipsis cannot guarantee the security of your data transmitted to our site through the internet; any such transmission is at your own risk. Once Ellipsis has received your information, Ellipsis will maintain appropriate administrative, physical, technical and organizational measures to protect your personal data accessed or processed by Ellipsis against unauthorized or unlawful processing or accidental loss, destruction, damage or disclosure.

## **USES OF THE INFORMATION**

In addition to the above, Ellipsis uses information held about you in the following ways:

- to provide you with information, products or services that you request from us, or which Ellipsis feel may interest you, where you have consented to be contacted for such purposes;
- to carry out our obligations arising from any contracts entered into between you and us;
- to allow you to participate in interactive features of our products or service, when you choose to do so; and
- to notify you about changes to our products and services.

If you are an existing customer, Ellipsis will only contact you by email with information about goods and services similar to those that were the subject of a previous sale to you.

If you receive an email which claims to come from us but does not use our domain, or if you are suspicious that an email may not be approved by us, then please send a copy of the email to [support@capacityapp.io](mailto:support@capacityapp.io) so we can investigate. **If you do not want us to use your data in this way, please tick the relevant box on the form on which Ellipsis collects your data.** We will not sell or rent your data to third parties or share your data with third parties for marketing purposes. We will share your data if we are required to do so by law.

## **DISCLOSURE OF YOUR INFORMATION**

In the event that Ellipsis sells or buys any business or assets, Ellipsis may disclose your personal data to the prospective seller or buyer of such business or assets.

If Ellipsis or substantially all of its assets are acquired by a third party, personal data held by it about its subscribers and users will be one of the transferred assets.

Ellipsis may disclose your personal information if Ellipsis is under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Ellipsis Limited, or others.

## **YOUR RIGHTS**

You have the right to request, by contacting [support@capacityapp.io](mailto:support@capacityapp.io):

- information about how your personal data is processed;
- a copy of your personal data; and
- an immediate correction to your personal data.

You can also:

- raise an objection about how your personal data is processed;
- request that your personal data is erased if there is no longer a justification for it;
- ask that the processing of your personal data is restricted in certain circumstances; and
- opt out of the use of your personal data for any purposes or a specific purpose.

## **ACCESS TO INFORMATION**

GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with GDPR

## **CHANGES TO OUR PRIVACY & DATA PROTECTION POLICY**

Ellipsis reserves the right to amend this Data Privacy Policy at any time, for any reason, without notice to you. You should check our Site to see the current Data Privacy Policy that is in effect and any changes that may have been made to it.

This policy was last amended on 1 November 2019.