



## Mtek Media Privacy Policy

### Welcome to Mtek Media's APP Privacy Policy!

1. Hi there, we're Mtek Media Inc. (mtek) and welcome to our privacy policy. This policy sets out how we handle your personal information if you're an APP user or administrator.
2. When we say 'we', 'us' or 'Mtek Media' it's because that's who we are and we own and run the Sites.
3. If we say 'policy' we're talking about this privacy policy. If we say 'user terms' we're talking about the rules for using each of the Sites. The rules vary by product and each product makes them separately available and seeks consent to them separately to this policy.

### The type of personal information we collect

4. To provide you with the best experience while using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:
  - i. Your name ("Personal Information")
  - ii. Your contact information including email address, phone number
  - iii. Demographic information, such as postal code
  - iv. Website usage data
  - v. Other information relevant to client inquiries

### How we collect personal information

5. Collecting this information allows us to store your personal preferences for your use on the Site. We may use this information to improve our products and services.

### How we use personal information

6. Specifically, we may use data:
  - i. To improve products and services
  - ii. For our internal records
  - iii. To customize the Site for you
  - iv. To contact you regarding your account



- v. For purposes which are required by law.
- vi. For the purpose of responding to requests by government, a court of law, or law enforcement authorities conducting an investigation.

## Children's Policy

7. Our services are not intended for – and we don't direct them to – anyone under the age of 16. We will not knowingly collect any information from anyone under the age of 16.

## Where we transfer and/or store your personal information

8. We are based in the United States so your data will be processed in the US. However, customer data may be replicated within a selected geographic area for enhanced data durability in case of a major datacenter disaster, and in some cases, will not be replicated outside it. We use Microsoft Azure Cloud Servers that reside in places such as: Australia, Brazil, Canada, Europe, France, Germany, South Africa, and the UK. We do this based on your consent to this policy. In order to protect your information, we take care where possible to work with subcontractors and service providers who we believe maintain an acceptable standard of data security compliance.

## How we keep your personal information secure

9. We store personal information on secure servers that are managed by us and our service providers, and occasionally hard copy files that are kept in a secure location in the United States. Personal information that we store or transmit is protected by security and access controls, including username and password authentication, two-factor authentication, and data encryption where appropriate.

## How you can access your personal information

10. You can access some of the personal information that we collect about you by logging in to your account. You also have the right to make a request to access other personal information we hold about you and to request corrections of any errors in that data. You can also close the account you have with us at any time. To make an access or correction request, contact our support team using the contact details at the end of this policy.

## Information you make public or give to others

11. If you make your personal information available to other people, we can't control or accept responsibility for the way they will use or manage that data. There are lots of ways that you can find yourself providing information to other people, like when you post a public message on a forum thread, share information via social media, or contact another user (such as a third-party Author) directly via email. Before making your information publicly available or giving your information to anyone else, think carefully.

## How long we keep your personal information

12. We retain your personal information for as long as is necessary to provide the services to you and others, and to comply with our legal obligations. If you no longer want us to use your personal information or to provide you with the Mtek Media services, you can request that we erase your personal information and



close your Mtek Media account. Please note that if you request the erasure of your personal information we will retain information from deleted accounts as necessary for our legitimate business interests, to comply with the law, prevent fraud, collect fees, resolve disputes, troubleshoot problems, assist with investigations, enforce the terms of service and take other actions permitted by law. The information we retain will be handled in accordance with this Privacy Policy.

### When we need to update this policy

13. We will need to change this policy from time to time in order to make sure it stays up to date with the latest legal requirements and any changes to our privacy management practices.
14. When we do change the policy, we'll make sure to notify you about such changes, where required. A copy of the latest version of this policy will always be available on this page.

### How you can contact us

15. If you have any questions about our privacy practices or the way in which we have been managing your personal information, please contact our support team at [support@mtek-media.com](mailto:support@mtek-media.com).
16. We're glad you made it to the end of the privacy policy, because knowing this stuff is the best way to understand how your personal information is used and how to best manage it!
17. If you're a user or visitor in the European Economic Area these rights also apply to you:
18. For the purposes of applicable EU data protection law (including the General Data Protection Regulation 2016/679 (the "GDPR"), we are a 'data processor' of your personal information.

### How you can access your personal information

19. You are also entitled to ask us to port your personal information (i.e. to transfer in a structured, commonly used and machine-readable format, to you), to erase it, or restrict its processing. You also have rights to object to some processing that is based on our legitimate interests, such as where we have asked for your consent to process your data, to withdraw this consent as more fully described below.
20. These rights are limited in some situations – for example, we can demonstrate that we have a legal requirement to process your personal information. In some instances, this means that we may retain some data even if you withdraw your consent.
21. Where we require your personal information to comply with legal or contractual obligations, then provision of such data is mandatory: if such data is not provided, then we will not be able to manage our contractual relationship with you, or to meet obligations placed on us. In all other cases, provision of requested personal information is optional.
22. If you have unresolved concerns you also have the right to complain to data protection authorities. The relevant data protection authority will be the data protection authority of the country: (i) of your habitual residence; (ii) of your place of work; or (iii) in which you consider the alleged infringement has occurred.

Both personal information and personal data have the same meaning in the context of this Privacy Policy.



Last Updated: 11/21/24

APP Privacy Policy v3, effective date 21 November 2024