

PRIVACY POLICY

Overview

This privacy policy aims to give you information on how IntelliQA collects and processes your personal data through your use of (the "website" or the "site"), in connection with other methods of communication (e.g., telephone and email) and that it otherwise obtains in connection with the operation of its business.

The website is operated by IntelliQA Limited ("IntelliQA", "we", "us" and "our") of 2 Falcon Gate, Shire Park, Welwyn Garden City, Hertfordshire, AL7 1TW. IntelliQA is a company registered in England and Wales under the number 07594665, the registered office is Ground Floor, 4 Victoria Square, St Albans, Hertfordshire, AL1 3TF.

IntelliQA is a data controller in respect of your personal data and has notified that UK's Information Commissioner's Office that it is a data controller.

IntelliQA is committed to ensuring that your privacy is protected. Should you provide certain information by which you can be identified when engaging with us or when using the website, your personal information will only be used in accordance with this privacy policy and applicable law.

If you have any questions regarding this privacy policy or the processing of personal data, please contact the Data Protection Manager by email (dataprotectionmanager@intelliqa.com) or by writing to The Data Protection Manager, IntelliQA Limited, 2 Falcon Gate, Shire Park, Welwyn Garden City, Hertfordshire, AL7 1TW.

If you wish to make a complaint about our processing of personal data, then you have the right to contact the UK's data protection regulator (the Information Commission); however, we would appreciate the opportunity to discuss any complaint with you in the first instance.

IntelliQA may provide links to third-party sites. IntelliQA assumes no responsibility for the information practices of sites a visitor can access through our website, and we encourage visitors to review each site's privacy policy before disclosing any personal details.

The personal data we hold about you must be accurate and current. Please keep us informed if your personal data changes during your relationship with us so that we can update our records.

The website is not intended for children, and we, therefore, do not knowingly or intentionally collect data relating to children.

Data Collection

We may collect or obtain personal data in several ways when you interact with IntelliQA via the website or through other forms of contact. We may also collect data from third-parties. Personal data is any data about an individual from which that individual can be identified.

Information you give IntelliQA

You may give us information about you by filling in forms on our website or by corresponding with us by phone, email, or otherwise. This information includes that provided when you subscribe to our



service, search for a product, place an order, participate in discussion boards or other social media functions, and when you report a problem, or contact any employee at IntelliQA for any reason. The information you give us may include your name, address, email address and phone number, financial information, personal description, and work details.

We DO NOT retain or store any credit card details.

Information we collect about you

Concerning each of your visits to the website, we may automatically collect the following information:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the internet, your login information, browser type, and version, time zone setting, browser plug-in types and versions, operating system, and platform.
- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from the website (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page and any phone number used to call our customer service number.

We may receive information about you if you use any of our other company websites or from the other services we provide. We are also working closely with third-parties (including, for example, business partners, subcontractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Uses of your personal data

We will only use your data in accordance with applicable law. Most commonly, we will use your personal data in the following circumstances:

- Where it is necessary for our legitimate interests (or those of a third party), and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.
- Where we need to perform a contract with you (or take steps to enter into a contract with you).

IntelliQA will generally not rely on your consent to process personal data, but if this is relevant (i) we will obtain your consent following applicable law; and (ii) you will have the right to withdraw your consent by contacting us through the details set out at the start of this privacy policy.

We use the information that you give to us to:

- Provide you with the information, products, and services that you request from us.
- Provide you with information about other goods and services we offer.
- Notify you about changes to our service.
- Carry out our obligations arising from any contracts entered into between you and us.
- Ensure that content from our site is presented most effectively for you and your computer or device.

We use the information that we collect about you, including from third-parties, to:

- Administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical, and survey purposes.
- Improve our site to ensure that content is presented most effectively for you and for your computer.
- Keep our site safe and secure.
- Correspond with you regarding IntelliQA products and services.
- Help us improve the services we provide.
- Send promotional emails about our products and services, or other information which we think you may find interesting.
- Respond to any enquiry you have sent to us.

We may combine the information that you give to us and information that we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

We will not sell, distribute, or lease your personal data to third parties unless we have your permission or are required by law to do so.

Disclosure of your information

We may share your information with selected third-parties, including:

- Business partners, suppliers, and subcontractors for the performance of any contract we enter into with you or in connection with the provision of the website (or associated services).
- Third-party CRM processing companies, third-party web or internet server, and storage companies.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your information with selected third-parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If IntelliQA is acquired by a third-party, in which case, personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of IntelliQA, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

International transfers

The organisations who we share your data with may be located outside the European Economic Area. This may include sharing your personal data with third parties who process personal data on our behalf.

IntelliQA will only ever make these transfer in accordance with applicable law (for example, we may transfer your personal data (i) to a country that has been deemed to provide an adequate level of protection for personal data by the European Commission; or (ii) using specific contracts approved by the European Commission). IntelliQA takes all necessary precautions and safeguards to ensure that the transfer and processing of your personal data overseas is managed in compliance with all applicable law.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

The security of your personal data

IntelliQA has put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed. Also, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the website; any transmission is at your own risk.

The retention of your personal data

IntelliQA will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including to satisfy any legal, regulatory, tax, accounting, or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation concerning our relationship with you.

When IntelliQA is determining the appropriate retention period for your personal data, we consider several factors. These include the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and



the applicable legal, regulatory, tax, accounting or other requirements.

Please contact us if you want further information on our retention of your personal data.

Your Rights

You have the rights in respect of your personal data that we want to make you aware of. You have the right:

- To obtain access to, and copies of, the personal data that IntelliQA holds about you, or require that it is transmitted to another data controller.
- To request that IntelliQA restricts its data processing activities or cease processing your personal data in certain ways, for example, because you do not consider it lawful.
- To require IntelliQA not to send you marketing communications.
- To withdraw your consent, where IntelliQA is relying on it to process your personal data.
- To object to how IntelliQA processes your personal data, in particular, where we are relying on our legitimate interests.
- To ask IntelliQA to erase the personal data we hold about you, for example, because it is causing you distress or you believe it to be no longer relevant, or to correct the information if it is incorrect.

If you would like to exercise any of your rights as stated above, you can do so by email (dataprotectionmanager@intelliqa.com).

Please note that the above rights are not absolute, and we will be entitled to refuse requests where exceptions apply (i.e., under applicable law). You can find out more about your rights at www.ico.org.uk.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

We may also contact you to ask you for further information concerning your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made several requests. In this case, we will notify you and keep you updated.

In addition to the above, you also have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your



data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time using the Unsubscribe Page, or by contacting us by email (dataprotectionmanager@intelliqa.com).

IntelliQA Cookie Policy

What are cookies?

A cookie is a piece of data that is sent to your computer when you visit a website. Cookies allow us to keep track of your preferences and recognise you as a return visitor when you visit our website a subsequent time.

Why does IntelliQA use cookies?

We use cookies to improve your experience across the website.

Data obtained by a cookie is used to deliver customised content and promotions within the website and across the IntelliQA products to customers whose behaviour indicates that they are interested in a particular subject area.

What types of cookies do we use, and how do we use them?

Website cookies

We use cookies to improve your experience across our site. You can choose to accept or decline the use of cookies on our website. If you select "decline", your information won't be tracked when you visit the site.

Advertising cookies

Third-party advertising cookies collect information about your browsing habits, such as the web pages you have visited. We use this information to make our website more relevant to your interests, and, when advertising, it ensures our ads are more relevant to your needs.

Approval

This Statement has been reviewed and approved for publication by Paul Kaye, the CEO of IntelliQA on 17th January 2021.