

## Privacy Policy

Genesys Conferencing embraces any tools - such as the Application Service Provider and the Business Manager web portal - of Genesys S.A. that will give you access to the Genesys Conferencing services and products you use via the World Wide Web. The policies below are applicable to Genesys Conferencing .

### Your Privacy Is Our Concern

At Genesys Conferencing, your privacy is our concern. We understand your need for privacy when using the Web for your communications and we have developed our Privacy Policy in order to demonstrate our firm commitment to privacy. We want you to feel confident about the privacy and security of your personal information.

### Your Privacy

Genesys Conferencing protects your privacy and your data. Genesys Conferencing does not share, disclose, trade or sell any personally identifiable information collected online with other companies or organizations. If Genesys Conferencing should, at any time, desire to share its customers' personal or online transactional data with third parties, it will provide advance notification allowing its users the opportunity to prevent the company from providing their information to third parties.

- **Disclosure for Legal Purposes:** While Genesys Conferencing will use its best efforts to protect your privacy and personal information, we may be required by law or we may believe in good faith that disclosure is necessary: a) to defend our rights or property or those of our users; b) to comply with legal process served on us or our affiliates; c) or in connection with a corporate transaction such as a merger, consolidation or sale of substantial assets.
- **Improper Conduct:** We may also use your personal information to investigate and help prevent potentially unlawful activity or activity that threatens our service.
- **Choice:** If you do not want to receive communications from Genesys Conferencing, please contact your local customer representative directly and we will delete your name from our marketing list.

### Your Data

- **Personal Information:** Genesys Conferencing may ask you for personally identifiable information such as your name, telephone number or email address. We use this information to help maintain accurate accounts and to provide the services you have requested. Once you register at Genesys Conferencing and sign in to our services, you are no longer anonymous to us. Any details that you provide to us are stored for use on future visits, as we do not want you to give us any information more than once. Personally identifiable information that we collect may be stored and processed in any country where Genesys Conferencing or its affiliates, subsidiaries or agents maintain facilities.  
Personally identifiable information may be combined with other information about your use of our sites in order to improve our services and products. Some examples of how we might use your personal information include:
  - Our server will recognize your domain name and the pages that you visit. This data is gathered for quality control and improvement of our site.
  - When an email is sent to us or you have completed a web form and included your email address, we will use your email address in order to respond to your inquiry.
  - We collect information that you volunteer to us on surveys, contests, and registration sites.
  - We ask for your email address in order to communicate with you about your account and other Genesys Conferencing related services and products.
  - We may also contact you to offer new products and services, however if you do not want to receive this information, please go the section above titled "Choice."
- **Anonymous Information:** Genesys Conferencing collects general information that does not personally identify you regarding your use of our sites ("Anonymous Information.") We may use this Anonymous Information in order to improve our services and products, evaluate our marketing efforts or make our site more useful to you.
- **Email Addresses:** Your email address will be stored just as securely as any other personal information that we have received from you. We will not pass on your email contact information to any organization beyond the Genesys Group's control without your express permission. We will not send you unwanted email messages or junk mail, however our marketing and accounting departments may need to send you email messages regarding new services and products or regarding accounting or service matters.
- **Access to Services:** When you register an account to use any of our services and products, we will send a confirmation of the registration indicating the personal information that was obtained from the registration. The registration will be treated as consent to our using the personal and anonymous information in the manner described in this Policy.
- **Data Review / Update:** You may review or update the available personally identifiable information that we have received from you, either online by using our online account service tools if you have permission to such tools, or by contacting your local customer representative. To better safeguard your information, we will take reasonable steps to verify your identity before granting access or making corrections to your information on file.

### Safeguards and Security

- **Our technology**  
The technology we employ ensures that your sensitive information is secure and protected from loss or misuse, from unauthorized access, disclosure, alteration or destruction and from improper use. For example, we provide password-protection for certain services offered on this site. For our on-line web reservation service, we use industry-standard SSL-encryption and proprietary security methods

to protect data transmissions and to provide secure sessions. We will continue to enhance our security procedures as new technology becomes available.

We store your sensitive information in secure operating environments that are not available to the general public. We have taken all necessary safeguards and security measures to protect your privacy, however, you recognize and accept that under the current technology, where Genesys Conferencing sometimes uses technical protective security programs in conjunction with its services, Genesys Conferencing, in no way whatsoever provides or implies an absolute warranty of security and protection to you.

➤ **Hyperlinks**

Genesys Conferencing may contain ad banners and hyperlinks that can give you access to websites run by third parties. Our control and influence over the privacy policies of such third party sites may be limited, and we strongly recommend that you review the privacy policy of each third party site that you choose to visit. We are not and cannot be responsible for your privacy on third party sites not under our direct control.

**Use of Cookies**

A cookie is a piece of information that is sent to your browser from a website's computer and stored on the hard drive of your computer. Our website uses cookies to keep track of your session ID and to provide you with better service. We may use cookies to deliver content that is specific to your interests. You have the option of configuring your browser to accept all cookies, reject all cookies or notify you when a cookie is sent. Check the Help menu of your browser to learn how to change your cookie options. But please note that if you reject all cookies you may not be able to use some of our products and services that require you to sign-in.

**Contact Us**

We work hard to protect your privacy. We want you to know that we are committed to safeguarding your privacy to our online and Internet activities and we welcome the opportunity to hear from you if you have a question regarding our privacy policy. For any further information or if you would like to access, modify or delete your information, please contact us at the address below and we will use commercially reasonable efforts to promptly address your request.

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