



Privacy Policy

Updated: August 21, 2024

Protecting user privacy is an important part of our commitment to integrity at SJS Electric VDC Inc. This Privacy Policy explains how we process personal user data collected through websites, products, and services (“applications”), including through in-person and digital events, webinars, surveys, marketing activities, and products distributed by our resellers and other channel partners, (along with applications, collectively our “offerings”).

We may display other privacy notices on occasion, such as when we believe additional transparency would help you make an informed choice about whether to provide personal data. For example, you may see a supplemental privacy notice regarding cookies or other web-based data collection.

“Personal data” is information that identifies, or can reasonably be used to identify, a specific person. It does not include information that is anonymous, anonymized, or aggregated, as those terms may be defined under applicable law. In this Privacy Policy, “personal information” and “personal data” are used interchangeably.

This Privacy Policy covers how we process personal data for our own use. We may also process personal data on behalf of customers as part of contracted engagements with them. We do not control the data processing practices of our customers, which may differ from those set out in this Privacy Policy.

What Information do we collect and process?

While services and apps, we may collect and process certain personally identifiable information that can be used to contact or identify you.

Personally identifiable information, may include, but is not limited to, your name, the name of company you work for, professional information, your computer name, your email address, your Internet Protocol (IP) address (which may tell us generally where you are located), browser version, Operative System, the pages of our website that you visit, the time and date of your visit, the time spent on those pages and other statistical information. Some Visual, audio, and electronic information, such as your picture or signature; records of our interactions, such as correspondence, details of complaints and their resolutions, service records; your preferences, including your preferred tools, experience, language, and the frequency at which you wish to receive marketing communications may also be collected. We may also use cookies, web beacons or other tracking mechanisms to collect information about how you have used our websites, apps and web services. The information we collect may be either anonymous, or it may include references to you.



How do we collect your data?

You directly provide us with most of the data we collect. We collect and process data when you:

- Register online or place an order for any of our products and services;
- Voluntarily complete a customer survey or provide feedback on any of our message boards, contact forms or via email, phone or any other communication service;
- While you use our website, services and/or applications.

How do we use your data?

We use your personal data mindfully, and in useful ways, including:

- To validate your identity as necessary to perform our contract with you.
- To deliver services, products, and other offerings, including information such as personalized insights and recommendations, as necessary to perform our contracted service.
- To send you information you requested to the extent necessary to perform our contracted service or, when not necessary to perform a contract, in furtherance of our legitimate interest, for example in responding to customer inquiries.
- To maintain and improve the security of, and to troubleshoot any issues relating to, our offerings as necessary to perform our contract with you or, when not necessary to perform a contract, in furtherance of our legitimate interest in protecting our business.
- To anonymize, aggregate, or de-identify your personal data so it can no longer identify you in furtherance of our legitimate interest in conducting research and analysis.
- To develop and improve our current and future offerings and your experience, including through the use of automated systems that analyze data using machine learning and other analytic techniques, in furtherance of our legitimate interests and, where needed, with consent.
- To understand the ways our offerings are used and who is using them in furtherance of our legitimate interest in improving our offerings and the overall user experience and, where needed, with consent.



- To analyze information about how you interact or may interact with us or our offerings in furtherance of our legitimate interest in improving our offerings and your experience with us and, where needed, with consent.
- To make strategic decisions concerning our business operations, including reporting on the performance of our business, in furtherance of our legitimate interest in making those decisions and, where needed, with consent.
- To detect, prevent, or otherwise address non-valid use such as through fraud and software piracy (e.g., to confirm that software is genuine and properly licensed) and to protect you
- To comply with our legal obligations under applicable laws.
- To protect the rights, safety, and property of SJS, you, or any third party in furtherance of our legitimate interest in protecting us, our users, and third parties.
- For other purposes for which we obtain your consent.

Where we ask for your consent to process personal data, you may withdraw your consent at any time by contacting us at the details below or as otherwise indicated to you in writing.

Where we rely on our legitimate interests to process your personal information, we balance your rights against ours so that our interest is not overridden by the interests you have to protect your information.

How do we store your data?

We store your data in our servers for as long we find it essential to accomplish the goals beforementioned or till you request us to delete the data.

Your personal information and files are stored on our servers and the servers of our services providers. Your data may be transferred borders because we and our services providers have servers located in several parts of the world.

Do we share your information?

We may disclose the types of information outlined above to the following categories of persons or entities:

- **Our service providers**, including vendors, consultants, and other service providers who perform services or functions on our behalf, for business purposes.



- **Our business partners**, such as integration partners, channel partners (e.g., resellers), event sponsors, partners, and attendees, with whom you interact to facilitate your relationship with SJS and those business partners for any of the purposes described in our or those business partners' Privacy Policies.
- **Persons to whom we are required by law to provide information**, such as pursuant to a subpoena or a court order.
- **Law enforcement, legal counsel, or other reasonably necessary parties** when we have a good faith belief that the disclosure is necessary to prevent or respond to fraud or software piracy, defend ourselves against attacks, or protect the rights, property, and safety of SJS, our customers, and the public.
- **Persons involved in the consideration, negotiation, or completion of a business transaction**, including the sale, merger, consolidation, acquisition, change in control, transfer of substantial assets, bankruptcy, or reorganization, and any subsequent integration.

When we have your consent to do so or when you direct us to, we may also disclose your personal information to other parties for any purposes requested or permitted by you.

We may share aggregate, anonymous, or anonymized demographic, statistical, and other information regarding use of our offerings with third parties for marketing, analytics, planning, and other purposes. Such information will not specifically identify any particular user.

How do we protect your data?

We maintain a combination of reasonable and appropriate physical, administrative, and technological controls to protect your data from unauthorized access or malicious actions.

We take reasonable steps to limit the access employees, contractors, and agents of SJS have to your personal data to those who need to know this data to perform their assigned functions.

However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information.



Your rights

We would like to make sure you are fully aware of your rights. Every user is entitled to the following:

- The right to access – You have the right to request us for copies of your personal data;
- The right to rectification - You have the right to request that us to correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete;
- The right to erasure - You have the right to request us to erase your personal data;
- The right to restrict processing - You have the right to request us to restrict the processing of your personal data.
- The right to object to processing - You have the right to object to SJS processing of your personal data.
- The right to data portability - You have the right to request us to transfer the data that we have collected to another organization, or directly to you.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: info@sjselectricllc.net

Will This Privacy Policy Change?

We may change this Privacy Policy to reflect changes in the law, our data handling practices, or the features of our business. We will show the date the Privacy Policy was last updated to help you know when we change it. If we make material changes to our Privacy Policy, we will endeavor to provide you with notice before such changes take effect, such as through prominent notice on our website or services or by email.

Contact Us

If you have any questions about this Privacy Policy, please contact us by email: info@sjselectricllc.net