

# Privacy Policy

## Privacy Statement

Ivanti is committed to user privacy in all of its communications regarding its products and services. This policy outlines Ivanti's information-handling practices. If you give us personal data, it will be treated according to this policy. By visiting or downloading any materials from Ivanti websites or by providing any personal data to Ivanti via Ivanti websites or e-mail addresses, you are accepting and consenting to the practices described in this policy. If you do not agree to these terms, do not use Ivanti websites, download any materials from them or provide information to Ivanti or its affiliated companies by e-mail or other means.

This policy covers all Ivanti websites and customer communications as well as personal data you provide to Ivanti Customer Support. Some Ivanti subsidiaries or programs as well as Ivanti solution provider partners may have their own, possibly different, policies. Ivanti encourages you to read this privacy policy and those of all websites you visit and/or companies who send you communications.

## Data Collected

Ivanti collects the domain name of visitors to our website, the e-mail addresses of visitors who post messages to our forums, aggregate and user-specific information on the pages accessed, information volunteered by visitors such as e-mail address, survey information and/or site registrations, name and address, telephone number and fax number.

The information Ivanti collects is used to improve the content of our websites, to customize the content and/or layout of pages for individual visitors/groups of visitors, to notify visitors about updates to our website, to share with agents or contractors who assist in providing support for our internal operations, to contact visitors for marketing purposes, to share with Ivanti solution providers to help them contact visitors for marketing purposes, disclosed when legally required at the request of governmental authorities conducting an investigation, to verify or enforce compliance with the policies governing our websites and applicable laws or to protect against misuse or unauthorized use of our websites. The information may be given to a successor entity in connection with a corporate merger, consolidation, sale of assets or other corporate change respecting the websites.

## Types and Uses of Personal Information

Ivanti uses your personal data in the following ways:

- User IDs and passwords—Provide reasonably secure access to profile areas and protected content.
- Account information—Provides information about who you are, how to contact you and your shipping and billing information if applicable. Also contains any preferences you have provided, such as language, e-mail format and interests.

- Feedback and support—Provides a mechanism for requesting information from Ivanti. Also used to tell Ivanti how we can improve our products, services, communications and site designs.
- E-mail correspondence—Used to raise and respond to issues and inquiries of all types.
- Transactions—Show the products and services you have requested.

If you supply Ivanti with your postal address, e-mail address or telephone number, you may receive periodic mailings, e-mails or calls from us or from Ivanti solution provider partners with information on promotions, new products and services or upcoming events. If you do not wish to receive such mailings, you can have your name put on Ivanti's do-not-write list by calling us at the number provided here, by e-mailing us at the address provided here or by writing to us at the address provided here. Please provide your exact name and address, e-mail address and/or phone number and let us know the methods by which you do not want to be contacted by Ivanti or that you do not want to have your information provided to Ivanti solution provider partners or both, and Ivanti will be sure your name is removed from the appropriate Ivanti list(s). If your name has previously been provided to a Ivanti solution provider partner, please contact the partner directly to have your information removed from their lists.

Authorized third-party agents may also need access to some of your information. For example, if Ivanti needs to ship something to you, we must share your name and address with a shipping company. We only provide third-party agents with the minimum amount of information needed to complete the requested service or transaction. We do not otherwise share your personal data with third-parties, unless you have granted us permission to do so. We may respond to subpoenas, court orders, or legal process. We also may choose to establish or exercise our legal rights or defend against legal claims. We may collect and possibly share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Ivanti's terms of use, or as otherwise required by law.

Upon request, Ivanti provides site visitors with access to unique identifier information (e.g., customer number or password) and/or contact information (e.g., name, address, phone number) that we maintain for them. Consumers can access this information by e-mailing us at the address provided here, writing to us at the address provided here or calling us at the number provided here.

## Security Measures

Ivanti takes reasonable efforts to protect the personal data you share with us.

## Linked Web Sites

The Ivanti website and/or e-mail communications may include links to third-party sites. Because Ivanti does not control these third-party websites, you are encouraged to review the privacy policies posted on these (and all) third-party sites.

## Cookies

Most Ivanti websites use cookies. Cookies help us provide a better user experience by measuring the website content that is of greatest interest to our visitors. Ivanti also uses

cookies when you register for one of our Web programs. In this situation, a cookie will store useful information that enables our website to remember you when you return. Ivanti can only read cookies from Ivanti websites. If you choose to disable cookies in your browser, you can still access most Ivanti websites. However, some websites will not allow you to complete certain activities if cookies are disabled. Ivanti may use third parties to monitor Web traffic, statistics, advertisement click-through and other activities on Ivanti's sites. Where authorized by Ivanti, such third parties may use cookies, Ivanti's Web log files, Web beacons and other monitoring technologies to compile anonymous aggregate statistics about Ivanti's website visitors.

Current versions of Web browsers offer enhanced user controls regarding the placement and duration of both first- and third-party cookies. Search for Cookies under your web browser's Help menu for more information on the cookie management features available through your browser.

## **Accessing and Updating Information**

You have the right to access information held about you. Your right of access can be exercised in accordance with the Data Protection Act. Any access request will be subject to a reasonable fee to meet our costs in providing you with details of the information we hold about you.

Ivanti asks for your help in making sure your information is correct in our systems. Please notify us of changes to your name, address, title, phone number or e-mail address by calling us at the number provided here, e-mailing us at the address provided here or writing to us at the address provided here. Some Ivanti sites allow you to make these updates yourself via a profile page.

## **Unsubscribing**

Each e-mail newsletter that Ivanti distributes includes the option to unsubscribe. You may also unsubscribe from select e-mail newsletters directly on some Ivanti websites, by sending an e-mail to the address provided here, calling the telephone number provided here or writing to the address provided here.

## **Newsgroups/Forums**

Ivanti forums are public. Please consider this before posting any information to them.

## **Transfer of Personal Information to the U.S.**

If you are located outside of the United States, Ivanti may transfer personal data provided by you to databases located in one of our U.S. offices and data will also be processed and stored in these locations. By submitting your personal data and you are located in the European Economic Area, you agree to this transfer, storing or processing outside of the European Economic Area. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

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 our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access.

## Children's Privacy

Ivanti does not knowingly collect personal data from children under the age of 13. If Ivanti learns that we have personal data on a child under the age of 13, we will delete that information from our systems. Ivanti encourages parents to go online with their children. Here are a few tips to help make a child's online experience safer:

- Instruct children to never give personal data, unless supervised by a parent or responsible adult, including name, address, phone, school, etc.
- Know the sites your kids are visiting and which sites are appropriate.
- Review website privacy policies to understand how your child's information is treated.

## Policy Updates

Ivanti reserves the right to make changes and updates to this policy at any time. All updates to this policy and changes to our privacy practices will be posted here. If you are concerned about how your information is used, please review this policy periodically.

## Compliance

If you feel that this site is not following its stated information policy, you may contact us by e-mailing us at the address provided here, writing to us at the address provided here or calling us at the number provided here.

## Need Help with an Update, Access or Unsubscribe Request?

Contact Ivanti at [privacy@ivanti.com](mailto:privacy@ivanti.com). To aid in processing your request, please include the following details:

- Contact information: company, name, address, e-mail address, etc.
- Name of the program, newsletter, etc. where you want the update applied.
- Details of the request. For example, change of e-mail address, unsubscribe from a newsletter, review of personal information, etc.

## Additional Questions or Comments?

Should you have any questions or comments related to this privacy policy, please contact [privacy@ivanti.com](mailto:privacy@ivanti.com) or:

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