

## **Introduction to Privacy Policy**

We, Credos, s.r.o. (hereinafter referred to as “We” or “Credos”), take security of your personal information very seriously, we provide below information to all viewers about the collection of personal data when using this website and the Credos software products.

As the General Data Protection Regulation (GDPR) enters into effect across the European Union on 25th May 2018, Credos commits to fully comply and support harmonizing the privacy laws across Europe and for all European Union citizens.

The GDPR applies not only to organizations located within the EU, but also to organizations located outside the EU if they offer products or services to, or track the behavior of, the EU natural persons, regardless of the organization’s location.

## **Collection of Personal Data**

Since we take security of your personal information very seriously, we provide you below with the information on the collection of personal data when using this website and the Credos software products.

Personal information is considered any data that can directly or indirectly identify you, such as your name, address, email address, posts on social networks, computer IP address etc.

## **Information Security**

We maintain strict and adequate technical measures to ensure data security, in particular to protect your personal data from threats using the latest technologies.

How does it affect you?

Your experience using Credos won’t change a bit. We just want to ensure you understand how we handle your data.

We strongly encourage you to get familiar with the new GDPR regulation to understand your rights and obligations on the side of the units processing your personal information.

All this information is available at <https://gdpr-info.eu>, and <https://www.eugdpr.org/gdpr-faqs.html> .

What do we collect?

When visiting our website for informational purposes:

If you do not register or log in as a user into your MY account or otherwise provide us with any personal information, we do not collect any of it, except for those transmitted by your browser that enables you to access the website. This includes:

- IP address
- Date and time of the access
- Time zone difference from the Central European Time (CET)
- Specific section of the site
- Access status / HTTP status code
- Volume of data transmitted each time
- Website from which the access/request comes
- Browser
- Operating system and its interface
- Language and version of the browser

We refer to this Data as Communication data further in the text. When you register on the website or when provide us this information in other ways: If you register at our website, purchase the Credos software products, we collect the personal data that you provide us with directly. This includes:

Your name, email address, company name, TAX number, postal address, country, telephone number and password hash;  
Billing information, such as your name, postal address, telephone number and payment details of a wire transfer;  
Demographic details, for instance in response to surveys about our products;  
Information you provide us with when seeking help from us, such as: your name, email, computer identification, records of the issues that you experience;  
Communication data referred;

**When you use Credos software products:**

With the use of the Credos software products, we collect certain personal data. This includes:

Your email address, password hash;  
The device identifiers to identify the associated Credos license, such as the operating system genuine identifier, computer genuine identifier, IP address;  
Referred Communication data;

Additional information that we collect when you use Credos's products, for which we seek your explicit consent prior to collecting:

Some license types may require sending statistics, such as on number of all and registered images, resolution of images, number of model triangles, number of used laser scans and ground control points. This collected data may identify a computer;  
Device event information for crash reports provided by operating system;

None of the above-mentioned data includes any visual image information. Neither the transferred data can directly or indirectly identify people, scenes or objects in the images or laser scans.

**Information on the Use of Testimonials**

We may post testimonials on the websites or other social networks that may contain personal information. In order to do so, we are obliged to obtain your consent to post your name along with the testimonial. If you wish to update or delete the testimonial, you can contact us at [privacy@thevrhunter.com](mailto:privacy@thevrhunter.com)

**Information on the Use of Community Forum**

Credos's website offers publicly accessible community forums, blogs, comments' sections, discussion forums, and other interactive features. Please be aware that any information that you post in the mentioned public community forums of our website might be read and used by other parties and individuals who access it. If you wish to remove your personal information from these forums, you can contact us at [privacy@thevrhunter.com](mailto:privacy@thevrhunter.com).

**Information on the Use of Cookies**

Cookies are small text files stored on your computer persistence storage in association with the Internet browser you are using and through which some specific information flows to us. They serve only to enhance your user experience and measure effectiveness of our advertising. Cookies cannot initiate programs. We use cookies in order to be able to identify you for subsequent visits (if you have a MY account at our webpage), so that you do not have to log in next time when you visit our website.

You may block cookies by adjusting the settings in your Internet browser; this may however disable some features on this website.

**Use of Social Media Plugins**

We are currently using the following social media plugins: Facebook, Instagram, Google+ and Twitter.

In case of any questions, or concerns to address, please seek the respective providers and their privacy policies:

Facebook Inc., 1601 S California Ave, Palo Alto, California 94304, USA;

<http://www.facebook.com/policy.php>

Instagram Inc., 181 South Park Street, Suite 2, San Francisco, California 94107, USA;

<http://instagram.com/legal/terms>

Google Inc., 1600 Amphitheater Parkway, Mountainview, California 94043, USA;

<https://www.google.com/policies/privacy/partners/?hl=de>

Twitter Inc., 1355 Market St, Suite 900, San Francisco, CA 94103, USA

<https://twitter.com/privacy>

If you decide to opt out of using these social media plugins and other cookies, you may block the cookies by adjusting the settings in your Internet browser.

#### Use of Social Media Widgets

Credos's websites may include social media features and widgets, such as Facebook's "Like" button and the "Share" button.

These features are usually recognizable by their third-party brand or logo and may collect an URL of the page you are visiting on our site. Social media features and widgets are hosted by a third party. Your interactions with these features are governed by the privacy policy of the company providing it.

The Use of Social Media Plugins by Credos is outlined in the previous section.

If you do not wish Facebook, Instagram, Google+, or Twitter to allocate data collected on our websites to your profile in their service, you must log out of the respective service before visiting Credos's website.

We do not provide any Personal Information about you to Third Parties Social Media.

#### Use of Google Analytics

Credos's website uses Google Analytics, a web analytics service provided by Google Inc. (further referred to as "Google"). Google Analytics uses Cookies. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. Google will use this information to evaluate your use of the website, compile reports on website activity, and provide other services regarding the website and Internet use to the website operator.

You may block cookies by adjusting the settings in your Internet browser; this may however disable some features on this website.

In case of any questions, or concerns to address, please seek the respective providers and their privacy policies:

Google Inc., 1600 Amphitheater Parkway, Mountainview, California 94043, USA;

<http://www.google.com/analytics/terms/de.html>,

<http://www.google.com/intl/de/analytics/learn/privacy.html>

#### Use of Google AdWords

Credos's website uses Google Conversion Tracking. If you have clicked on an ad delivered by Google on our website, a cookie is placed on your computer by Google AdWords. The cookie for conversion tracking is placed when a user clicks on an ad delivered by Google. These cookies are not personally-identifiable. If the user visits certain pages on our website and the cookie has not expired yet, we and Google will be able to recognize that the user has clicked on the ad and proceeded to that page. The information obtained using the conversion cookie is used to create conversion statistics for AdWords customers who have opted in for conversion tracking. Customers are given an overall

number of users who have clicked on their ad and proceeded to a page tagged with a conversion tracking tag. However, they will not receive any information that can personally identify you as a user.

You may block cookies by adjusting the settings in your Internet browser; this may however disable some features on this website.

In case of any questions, or concerns to address, please seek the respective providers and their privacy policies:

Google Inc., 1600 Amphitheater Parkway, Mountainview, California 94043, USA;  
<http://www.google.com/analytics/terms/de.html>,  
<http://www.google.com/intl/de/analytics/learn/privacy.html>

#### Newsletter

If you wish to register for the Credos Newsletter, you shall click to Agree to “subscribe” on the bottom of the webpage. This means that after you enter your email address, we will send you a confirmation email to the specified email address where we will ask you to confirm that you want us to send you the newsletter. If you do not confirm it within 24 hours, your application will be deleted automatically. If you confirm your desire to receive the newsletter, we will store your email address until you unsubscribe. Storing this is used solely for the purpose of being able to send you the newsletter.

The only required information to send you a newsletter, is your email address. You can revoke your consent by clicking “unsubscribe” on the link provided in each newsletter email, by unsubscribing in your MY account (for registered users) or by sending an email request to [privacy@thevrhunter.com](mailto:privacy@thevrhunter.com).

#### How Do We Use Your Personal Data?

We use your personal and non-personal information for various aims. This includes to:

- Operate and enhance our service and user experience;
- Serve and measure effectiveness of advertising;
- Set up and maintain accounts you register for;
- Target, fix, and troubleshoot bugs;
- Help identify and troubleshoot problems with your account;
- Provide software updates;
- Help keep our products safe and fair, resolve disputes;
- Survey your opinions through surveys and polls;
- Communicate with you and respond to your specific requests or questions;
- Verify that existing personal information about you in our possession is accurate and complete;
- Inquire in connection with your identity verification that may be required when accessing sensitive information, access the websites, services, or updates;
- Facilitate the renewal of subscriptions for products or services, e.g. maintenance;

We do not share any of your personal information with independent third parties without your consent, unless it is either required by law, stated in this policy or we determine that disclosure is reasonably necessary to enforce our rights, property or operations or to protect our users. We may share anonymous or aggregated information, or other data that does not directly identify you, with third parties, e.g. to show trends the demographic sales statistics about our products.

#### Where Do We Store Your Personal Data?

Your personal information provided to us by you are handled and stored on the local physical servers (currently server farm based in Slovakia, Bratislava).

#### **Your Rights for Correction and Deletion**

We strive to maintain integrity and accuracy of the personal information of our users and therefore we are providing you with the ways to access your personal information as required by the applicable law and the GDPR regulation. We respect your right to be informed about the data that are collected

about you. You also have the right to request correction, or deletion of these data. Please note that Credos retains only personal information necessary to comply with the business and legal obligations.

You have the right to withdraw your consent at any time by “unsubscribe” from receiving newsletter and marketing information, by clicking the link located at the bottom of the marketing emails or you may also do so by sending an email request to [privacy@thevrhunter.com](mailto:privacy@thevrhunter.com) and specifying which consent you are revoking.

You have the right for correction or deletion of all information related to your person by editing your MY account or by sending an email request to [privacy@thevrhunter.com](mailto:privacy@thevrhunter.com) and specifying which information about your person you are requesting to correct or remove. We reserve the right to limit or deny your request to the extent permitted by the applicable law if the disclosure may lead to a breach of the applicable law and regulation, e.g. in case of any legal obligation to retain certain data, or if you have failed to provide sufficient evidence to verify your identity.

We also require to keep certain information in order to keep your MY account active, that is a requirement for use of our software product by you. The following personal information is required to maintain your MY account: your email address and a password hash.

If you request deletion of your MY account, you shall be aware that you will no longer be able to use your purchased Credos software products and will not be eligible for the refund.

#### **How Long Do We Store Your Personal Data?**

We retain your personal information for as long as it is necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). In case we no longer have legitimate business need to process and store your personal information, we will either delete or anonymize it.

#### **Changes To This Privacy Policy**

If we apply any material changes to this Privacy Policy, you will be notified by our post on the website, or by an informative email, unless you have ‘unsubscribe’ from our Newsletter. This will be executed prior to the change becoming effective. We, however, encourage you to periodically review this Privacy Policy page for the most up-to-date information. If you decide not to agree and comply with the changes to the Policy, you shall discontinue to use this website and Credos software products and services.

#### **Contact**

This policy is made in English language only. For any questions regarding the Privacy Policy or related matters, please contact us:

By mail: Credos, s.r.o., Bajkalska 15/A, Bratislava 821 02, Slovakia

or

By email: [privacy@thevrhunter.com](mailto:privacy@thevrhunter.com)