

Privacy Statement updated as of 3rd of January 2023

Cloudteam Company (“**Cloudteam Company**”) is committed to privacy and data protection. This Privacy Statement describes Cloudteam Company’s privacy practices and how we use personal information we collect from:

- individuals who visit our websites (“**Visitors**”),
- individuals who use FinancialForce and Salesforce related applications and our own services and solutions (“**Customers**”),
- individuals who register to attend our events and webinars (“**Attendees**”), and
- individuals whose data is collected through other means, including, for example, through our data enrichment providers, via social media or social networks, through our visitor management system when they visit our offices, at events and training, through our partners, and through phone calls, and this statement may be relied upon with respect to such methods of data collection and use (“**Participants**”).

When this Privacy Statement applies

This Privacy Statement applies to the data collected through the following websites (that link to this Privacy Statement):

- websites containing the domain “Cloudteamcompany.com” (including, for example www.Cloudteamcompany.com, www2.Cloudteamcompany.com),

These websites are collectively referred to as the “**Websites**” in this Privacy Statement.

Salesforce.com, inc. and its subsidiaries (“**Salesforce**”) host the online enterprise resource planning and related applications and services that we sell to our Customers (“**Services**”), as well as some of the systems we use to store and process information we receive from Website Visitors, Attendees, and individuals with whom we interact through email, other messaging systems, or telephone.

In addition, FinancialForce.com, Inc. and its subsidiaries (“**FinancialForce**”) also host some online enterprise resource planning and related applications and services that we sell to our Customers (“**Services**”), as well as some of the systems we use to store and process information we receive from Website Visitors, Attendees, and individuals with whom we interact through email, other messaging systems, or telephone.

This means that information submitted to our Services, and some other information Cloudteam Company receives from you, is stored and maintained in accordance with Salesforce's Privacy Statement, which can be viewed here: https://www.salesforce.com/company/privacy/full_privacy/. As well as FinancialForce's Privacy Statement which can be viewed here: <https://www.financialforce.com/privacy/privacy-statement/>.

Our Privacy Statement does not create any obligation on the part of Salesforce or FinancialForce.

Other websites

Our Websites may contain links to other websites. This Privacy Statement only applies to the Websites referenced above, not to other websites for which our Websites may contain links.

What personal data do we collect

Cloudteam Company collects the following personal information from Visitors, Customers, Attendees and Participants:

- your name, company name, business address, business phone number, job title, business email address, location, and events and activities you might be interested in;
- travel information and any dietary requirements;
- if we telephone you or you telephone us, we may collect information you choose to share with us by telephone;
- if you purchase services or register for a paid event or training, we may collect financial qualification and billing information, such as billing contact name and address (including email address) and/or credit card number;
- if you email us or contact us via a messaging service, website form, social media or a social network, we will keep your message and collect your email address, user name/ID, and contact information;
- when you use our Websites as a Visitor, we may use cookies and other website navigational tools to collect information such as the date and time of your access, your web browser (such as browser type and browser language), your Internet Protocol ("IP") address, and the actions you take on the Websites (such as the web pages viewed and the links clicked).

- where you or your company has purchased Services from us and you are designated as a contact, we may collect information including your name, company name, business address, business phone number, job title, business email address and information concerning events and activities you might be interested in; and

We also collect information about you from other sources, including third parties from whom we have purchased personal information, and we combine this information with personal information provided by you. This helps us to update, expand and analyze our records, identify new Customers and create more tailored advertising to provide services that may be of interest to you.

In particular, we collect personal information from third party providers of business contact information, including mailing addresses, job titles, email addresses, phone numbers, intent data (or user behavior data), social media profiles, LinkedIn URLs and custom profiles, for purposes of targeted advertising, and delivering relevant email content and event promotion.

How we use the personal information we collect

Cloudteam Company uses the personal information we collect as follows:

Web registration information, telephone prospect information, billing information (except credit card information) and email and messaging information

- We use web browser (such as browser type and browser language), IP address, and the actions you take on our Websites (such as the web pages viewed and the links clicked to from your visit to customize and improve your experience on our Websites). We do this using common information-gathering tools, such as cookies and web beacons.
- We use web registration information, telephone prospect information, and email and messaging information for the legitimate interests of Cloudteam Company (unless otherwise stated), including to provide information to you about, and to promote, our and our partners' products, services, training and events.
- We use billing information (except credit card information) to provide Services in the performance of our contracts.
- We use web registration information to plan and host corporate events, demonstrate our Services, host online webinars and social networks in which Attendees may participate, and populate Visitors' online profiles.

- We use information collected from people who visit our offices for our legitimate interests (including to protect the security of our assets and property), to fulfill our legal duties and/or comply with our legal obligations.

Credit card information

We use credit card information solely to check the financial qualifications of prospective Customers and to collect payment for the Services and events.

Website navigational information

Cloudteam Company uses website navigational information to operate and improve our Websites. We may also use website navigational information alone or in combination with information collected through web registrations, telephone prospecting, billing information (other than credit card information) and email and other social media messaging information to provide personalized information about us and our Services. For additional information about the use of website navigational information, please click [here](#).

Displaying personalized advertisements and content

We process your personal information to conduct marketing research, advertise to you, provide personalized information about us on and off our websites, and provide other personalized content based upon your activities and interests, in each case to the extent necessary for our legitimate interest in advertising our products, services and events or, where necessary, to the extent you have provided your prior consent.

Sending marketing communications

We process your personal information to send you marketing information, product recommendations and other non-transactional communications (e.g., marketing newsletters, event invitations, and push notifications) about us and our affiliates and partners, including information about our products, services and events as necessary for our legitimate interest in conducting direct marketing or to the extent you have provided your prior consent.

Legitimate interests of Cloudteam Company

When you visit our Websites, or we collect your personal information through other means, your information will be used for the legitimate interests of Cloudteam Company unless otherwise stated in this Privacy Statement or as part of a separate notice. Cloudteam Company may also aggregate your

information with data that you separately provide on social media and third-party websites.

Our legitimate interests include:

- contacting Visitors, Customers, Attendees and Participants to market and advertise products, services, events and training that we and our partners provide;
- ascertaining the interests and preferences of Visitors, Customers, Attendees and Participants;
- tracking which parts of the Websites Visitors visit, and ascertaining what interests Visitors and how Visitors interact with information, materials and other assets on our Websites;
- determining the most appropriate information, materials and assets to present to Visitors, Customers, Attendees and Participants, and establishing the likelihood of their companies to buy;
- ascertaining what events, training and social activities might be of interest to Visitors, Customers, Attendees and Participants; and
- protecting our business, assets, property and rights.

Your rights to object and unsubscribe

You have the right to object to our use of your information by contacting info@cloudteamcompany.com

You may adjust your preferences or choose to unsubscribe from marketing communications [here](#). Please note that, where you or your company has purchased Services from Cloudteam Company and you are designated as a contact, you cannot opt out of receiving transactional emails related to your account or use of the Services.

How we use cookies and other website navigational information

Cloudteam Company uses [cookies](#) to make your interactions on our Websites easy and meaningful. When you access our Websites, our servers send a cookie to your computer. Below is a description of the types of cookies we use and when and how you can control their use.

In addition, if you are a Visitor to our Websites, you can use our [cookie settings to](#) opt out of cookies that are not “strictly necessary” to enable core site functionality, such as performance, functional and targeting cookies.

If you do not want to receive cookies, you can also change your browser settings on your computer or other device you are using to access our services. Most browsers also provide functionality that lets you review and erase cookies.

Type of Cookie	Description	Manage Settings
Strictly Necessary Cookies	<p>These cookies are necessary for the website to function. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.</p>	<p>Because “Strictly Necessary Cookies” cookies are essential to operate Cloudteam Company’s Websites and the Services, you cannot opt out of these cookies.</p>
Performance Cookies	<p>These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how Visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.</p>	<p>You can opt out of “Performance Cookies” using our cookie settings.</p>
Functional Cookies	<p>These cookies enable the Website to provide enhanced functionality and personalisation. They may be set by us or by third-party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly.</p>	<p>You can opt out of “Functional Cookies” using our cookie settings.</p>
Targeting cookies	<p>These cookies may be set through our Website by our advertising partners. They may be used by those companies and by Cloudteam Company to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising. We may also use other third-party cookies to track and analyze usage and volume statistical information from Website users, Service users, and Attendees, to provide enhanced interactions and more relevant communications, and to track the performance of our advertisements. The information provided to third parties does not include personal information, but this information may be re-associated with personal information after we receive it. Cloudteam Company also contracts with third-party advertising networks that collect IP addresses, hashed email address (meaning a one-way method of converting the email address into a hashed value or “hash,” where only the hash is stored), and other information from Web beacons (see below) on our Websites and in our Services, from emails, and from third-party Websites. Ad networks follow your online activities over time and across different sites or other online services by collecting website navigational information through automated means, including through the use of cookies. These technologies may recognize you across the different devices you use, such as a desktop or laptop computer, smartphone or tablet. Third parties use this information to provide</p>	<p>You can opt out of “Targeting Cookies” using our cookie settings. In addition, to learn more about advertising networks and your ability to opt out of collection by certain third-parties, please visit the opt-out pages of the Network Advertising Initiative, About Ad’s, or Your Online Choices (Europe only). Opting out will not prevent you from seeing ads, but those ads will likely be less relevant because they won’t be tailored to your interests. The ads might, for instance, be randomly generated or based on the web page you are visiting.</p>

advertisements about products and services tailored to your interests. You may see these advertisements on other Websites or mobile applications on any of your devices. This process also helps us manage and track the effectiveness of our marketing efforts.

Salesforce cookies

Our Services run on the Salesforce platform. Therefore, Salesforce collects website navigational information from you when you use our Services. The website navigational information collected by Salesforce, and how they use it, are described [here](#).

Google Analytics

Cloudteam Company engages third parties to track and analyze non-personally identifiable usage and volume statistical information from individuals who visit our Websites, like Google Analytics for website analytics. You may opt-out of third party cookies from [Google Analytics](#) through their website.

Web beacons

Cloudteam Company uses web beacons alone or with cookies to compile information about your use of our Websites and interaction with our emails. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you viewed a particular website tied to the web beacon, and a description of a Website tied to the web beacon. For example, we may place web beacons in marketing emails that notify us when you click on a link in the email that directs you to one of our Websites. Cloudteam Company uses web beacons to operate and improve our Websites and email communications.

Log data

When you use our Websites, Cloudteam Company may receive information (“**Log Data**”) such as your IP address, browser type, operating system, the referring web page, pages visited, location, mobile carrier, device information (including device and application IDs), search terms, and cookie information. We receive Log Data when you interact with our Websites or our email notifications. We use Log Data to provide and improve our Services, and to improve our Websites and our marketing.

IP addresses

When you visit our Websites, we collect your Internet Protocol (“IP”) addresses to track and aggregate non-personally identifiable information.

For example, we use your IP addresses to monitor the geographical regions from which you visit our Websites.

Social media features

Cloudteam Company's Websites may use social media features, such as the LinkedIn 'like' and 'share' buttons ("Social Media Features"). These features may collect your IP address and which page you are visiting on our Website, and may set a cookie to enable the feature to function properly. You may be given the option by such Social Media Features to post information about your activities on our Website to a profile page of yours that is provided by a third party social media network in order to share with others within your network. Social Media Features are either hosted by a third party or hosted directly on our website. Your interactions with these features are governed by the privacy policy of the company providing the relevant Social Media Features.

Do not track

Currently, various browsers – including Chrome, Internet Explorer, Firefox, and Safari – offer a "do not track" or "DNT" option that relies on a technology known as a DNT header. A DNT header sends a signal to Websites visited by the user about the user's browser DNT preference setting. You can view your browser's DNT setting [here](#).

Public forums and Customer testimonials

Cloudteam Company may provide bulletin boards, blogs, or chat rooms on our Websites. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used as described in this Privacy Statement. We are not responsible for the personal information you choose to submit in these forums..

We post a list of Customers and testimonials on our Websites that contain information such as our Customers' names and titles. We obtain the consent of each Customer prior to posting any information on such a list or posting testimonials.

How we share your Information

Cloudteam Company does not share, sell, rent, or trade personal information with third parties for their promotional purposes. However, we may share or disclose your personal information under the following circumstances:

Your consent

We may share or disclose your information at your direction.

Cloudteam Company affiliates

Cloudteam Company will share the information we collect with our affiliated companies in order to work with them, to manage our relationships with our Customers and prospects, to provide and invoice for the Services, and to provide information to our Customers and prospects about our Services and events.

Salesforce

Data entered into our Services by our Customers is stored by Salesforce. Salesforce's use and disclosure of that data is described [here](#). We also provide to Salesforce our Customers' billing data (but not credit card information) and information about our Services purchased by our Customers, to enable Salesforce to provide and invoice Cloudteam Company for the Salesforce platform services underlying the Services, and, if needed, to assist Cloudteam Company in providing Customer support.

FinancialForce

Data entered into our Services by our Customers is stored by FinancialForce. FinancialForce's use and disclosure of that data is described [here](#). We also provide to FinancialForce our Customers' billing data (but not credit card information) and information about our Services purchased by our Customers, to enable FinancialForce to provide and invoice Cloudteam Company for the FinancialForce services underlying the Services, and, if needed, to assist Cloudteam Company in providing Customer support.

Other service providers

We share Customers' billing name and address, and credit card number with payment services providers to process payments; prevent, detect and investigate fraud or other prohibited activities; facilitate dispute resolution such as chargebacks or refunds; and for other purposes associated with the acceptance of credit or debit cards. Cloudteam Company may share information about Visitors, Customers, Participants and Attendees with third party social networking and media websites, such as LinkedIn, for marketing and advertising on those websites.

Business partners

From time to time, Cloudteam Company may partner with other companies to offer products or services. If you purchase or specifically express interest in a jointly-offered product or service we jointly offer with another company, we may share data about you collected in connection with your purchase or expression of interest with that other company. We do not control our business partners' use of your personal information, and their use of the information will be subject to their own privacy policies. If you do not wish your information to be shared in this manner, you must opt not to purchase or specifically express interest in a jointly offered product or service.

Events

Cloudteam Company does not share with our business partners information we receive about you through your registration for or attendance of events unless:

- (1) you specifically opt in to such sharing via an event registration form;
- (2) you attend a jointly run event
- (3) you attend an event and allow Cloudteam Company or any of its business partners and/or their designees to scan your attendee badge.

If you do not wish your information to be shared in this manner, do not opt in via event registration forms, do not attend jointly run events and you must not allow your badge to be scanned at our events. If you choose to share your information with business partners in the manners described above, your information will be subject to the business partners' respective privacy statements.

Law and harm

Notwithstanding anything to the contrary in this Privacy Statement, we may preserve or disclose your information if we believe that it is reasonably necessary to comply with a law, regulation or a legal request; to protect the safety of any person; to address fraud, security or technical issues; or to protect our rights or property. However, nothing in this Privacy Statement is intended to limit any legal defenses or objections that you may have to a third party's request to disclose your information, including a government's request for the same.

Change of control

In the event that Cloudteam Company is involved in a bankruptcy, merger, acquisition, reorganization or sale of assets, your information may be sold or

transferred as part of that transaction. This Privacy Statement will apply to your information as transferred to the new entity.

Third parties

Cloudteam Company does not authorize the collection of personal information by third parties through advertising technologies deployed on our websites, nor do we share personal information collected from our Websites with any third parties, except as provided in this Privacy Statement.

Public and non-personal information

We may share or disclose your non-private, aggregated or otherwise non-personal information, such as your comments or posts to our public forums, including our blogs and bulletin boards or your chat messages in our chat rooms.

Contracts and liability

If you are a resident of the European Economic Area (EEA), United Kingdom or Switzerland, Cloudteam Company will not transfer your personal information to any third party except under a contract with the third party that restricts the third party's access, use and disclosure of personal information in compliance with our obligations, and Cloudteam Company may be liable if the third party fails to meet those obligations and we are responsible for the event giving rise to damage.

We ensure that the recipient of your Personal Data offers an adequate level of protection and security, for instance by entering into the appropriate back-to-back agreements and, if required, standard contractual clauses for the transfer of data as approved by the European Commission (Art. 46 GDPR).

If you have questions or complaints regarding Cloudteam Company's Privacy Statement or associated practices, please contact us at info@cloudteamcompany.com

How to access, correct, update and request deletion of your information

Retention

Cloudteam Company may retain your information for a period of time consistent with the original purpose of collection. For instance, we may retain your information during the time in which you have an account to use our

Websites or Services and for a reasonable period of time afterward. We also may retain your information during the period of time needed for Cloudteam Company to pursue our legitimate interests, conduct audits, comply with our legal obligations, resolve disputes and enforce our agreements.

Access, correcting, updating and deleting

You may request to access, review, correct, modify or delete* any of the personal information that you have previously provided to us through our Websites and Services or that we have otherwise collected about you as described in this Privacy Statement.

If you are a user of our Services, you may generally update your user settings, profile, or organization's settings by logging into the applicable Service with your username and password and editing your settings or profile (you may require administrator privileges, or may need to contact your administrator, to update some settings). If you are contacting us on behalf of a Cloudteam Company Customer and wish to update the Customer's billing information, discontinue the Customer's account, and/or request return or deletion of data submitted by or for the Customer to our Services ("**Customer Data**"), please contact your account representative, your Cloudteam Company Customer support contact, or info@cloudteamcompany.com

For all other requests to access, review, correct, modify or delete personal information, you may email us at info@cloudteamcompany.com or write to us at the address under "How to Contact Us" below. If your request concerns personal information being processed in Services, you should first send your request to the Customer for which you believe we may be processing your personal information. If you are an employee of a Cloudteam Company customer, you should first contact your employer's Cloudteam Company administrator for assistance in correcting or updating your information.

If you are an individual residing in the EEA, United Kingdom, or Switzerland, you have the following rights for personal information processed outside of our Services:

- To access your Personal Data held by us (right to access);
- To rectify inaccurate Personal Data and, taking into account the purpose of processing the Personal Data, ensure it is complete (right to rectification);
- To erase/delete your Personal Data, to the extent permitted by applicable data protection laws (right to erasure; right to be forgotten);
- To restrict our processing of your Personal Data, to the extent permitted by law (right to restriction of processing);

- To transfer your Personal Data to another controller, to the extent possible (right to data portability);
- To object to any processing of your Personal Data carried out on the basis of our legitimate interests (right to object). Where we process your Personal Data for direct marketing purposes or share it with third parties for their own direct marketing purposes, you can exercise your right to object at any time to such processing without having to provide any specific reason for such objection;
- Not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects (“Automated Decision-Making”). Automated Decision-Making currently does not take place on our websites or in our services; and
- To the extent we base the collection, processing and sharing of your Personal Data on your consent, to withdraw your consent at any time, without affecting the lawfulness of the processing based on such consent before its withdrawal.

As described above, we may also process Personal Data submitted by or for a Customer to our Services. If not stated otherwise in this Privacy Statement or in a separate disclosure, we process such data in the role of a mere processor or service provider on behalf of a Customer (and/or its affiliates), who is the responsible controller or owner of the Personal Data concerned. We are not responsible for and have no control over the privacy and data security practices of our Customers, which may differ from those set forth in this Privacy Statement. If your data has been submitted to us by or on behalf of a Cloudteam Company Customer and you wish to exercise any rights you have under data protection laws, please inquire with the applicable Customer directly. Because we may only access a Customer’s data upon instruction from that Customer, if you wish to make your request directly to us, please provide to us the name of the Cloudteam Company Customer who submitted your data to us. We will refer your request to that Customer, and will support them as needed in responding to your request within a reasonable timeframe.

*Where you request us to delete your data, and Cloudteam Company complies with such request due to their being no other lawful basis to retain such data, Cloudteam Company may retain limited identifying data, such as name, company and email address, in addition to a record of the deletion request, in order to document our compliance with such request, and to prevent future use of such data without another lawful basis.

Data security and integrity

General:

We take precautions including technical, organizational and physical measures to help safeguard against the accidental or unlawful destruction, loss, alteration and unauthorized disclosure of, or access to, the personal information we process. However, no method of storage or transmission is 100% secure. You are solely responsible for protecting your password, limiting access to your devices and signing out of websites after your sessions. If you have any questions about the security of our Websites, please contact us at info@cloudteamcompany.com

Security of Services:

Cloudteam Company uses robust security measures to protect your personal information from unauthorized access, maintain data accuracy, and help ensure the appropriate use of your personal information.

We currently store Customer Data in the Salesforce platform. Click [here](#) for information about the security of the Salesforce platform. The Salesforce platform is our primary system of record for web registration information, telephone prospect information, billing information (except credit card information), email and messaging information; however, these types of information are also stored in other systems.

Please contact us immediately at info@cloudteamcompany.com if you have reason to believe that your interaction with us is no longer secure.

Policy towards children

Our Websites, events, training and Services are not directed to persons under the age of 16 and we do not knowingly collect personal information from children under the age of 16. If you become aware that your child has provided Cloudteam Company with personal information without your consent, please contact us at info@cloudteamcompany.com

Changes to Privacy Statement

We may revise this Privacy Statement from time to time. The most current version of the Privacy Statement will govern our use of your information and will always be at <https://www.Cloudteam Company.com/privacy>. If we make a change to this Privacy Statement that, in our sole discretion, materially

reduces or prejudices your rights or protections, we will notify you via email to the email address associated with your account if you have an account and by posting a prominent notice on our website for the 30 days prior to the effective date of such change. By continuing to access or use our Websites after those changes become effective, you agree to be bound by the revised Privacy Statement.

How long do we keep your Personal Data?

We may retain your Personal Data for a period of time consistent with the original purpose of collection. We determine the appropriate retention period for Personal Data on the basis of the amount, nature and sensitivity of your Personal Data processed, the potential risk of harm from unauthorized use or disclosure of your Personal Data and whether we can achieve the purposes of the processing through other means, as well as on the basis of applicable legal requirements (such as applicable statutes of limitation).

After expiry of the applicable retention periods, your Personal Data will be deleted. If there is any data that we are unable, for technical reasons, to delete entirely from our systems, we will put in place appropriate measures to prevent any further use of such data.

For further information on applicable data retention periods, please contact us by using the information in the How to Contact Us section, below.

Conflicts

This Privacy Statement may not apply to the extent it conflicts with other controlling terms and conditions (such as, for example, a Master Subscription Agreement for our Services between Cloudteam Company and you or your organization) or applicable law or regulation.

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. If, however, you believe that we have not been able to assist with your complaint or concern, and you are located in the EEA or Switzerland, you have the right to lodge a complaint with the competent supervisory authority.

How to contact us

If you have questions regarding this Privacy Statement or if you wish to exercise your rights of access, rectification, erasure, restriction of

processing, data portability, objection to automated decision-making please contact us:

by email at info@cloudteamcompany.com