

Privacy Policy

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The Cyanre Privacy Policy describes the privacy practices of Cyanre website, products, online services, and apps. Your relationship is with Cyanre, the Computer Forensic Lab (Pty)Ltd, a company incorporated under the laws of South Africa and the laws of South Africa apply.

Privacy Policy Overview

This privacy policy describes the privacy practices of Cyanre's websites, as well as our products, online services, and apps that include a link to this policy (we refer to our products, online services, and apps as "applications"). This privacy policy also applies to Cyanre's marketing and advertising practices. Please also see the Cyanre's Terms of Use and any additional Terms of Use or Product License Agreements that may apply to the website or application or product you are using.

Personal Information Collection

When you register your detail on Cyanre's website, create a Cyanre ID, or contact us for support or other offerings, Cyanre collects information that identifies you. This may include your name, company name, email address (no payment information is collected via our website). We may also sometimes collect other information that does not identify you, such as your job title or industry. Some of this information is required and other information is optional. We do not collect information on you from any other source, save for direct correspondence between yourself and Cyanre.

We collect information about how you use our websites and applications to assist us with marketing. (This information does not link back to you personally), including when you use a desktop product feature that takes you online (such as a photo syncing feature). We may collect information that your browser or device typically sends to our servers whenever you visit a Cyanre website, or when a Cyanre desktop product feature takes you online (this will include your linking up to us via an online link). For example, your browser or device may tell us your IP address (which may tell us generally where you are located) and the type of browser and device you used. When you visit a Cyanre website, your browser may also tell us information such as the page that led you to our website and, if applicable, the search terms you typed into a search engine that led you to our website. Cyanre may collect information about how you use our websites and applications by using cookies and similar technologies, and our servers may collect similar information when you are logged in to the website or application. Depending on the website or application, this information may be anonymous.

Communication and Correspondence

Emails we send you may include a web beacon that tells Cyanre whether you have received or opened the email, or clicked a link within the email. If you do not want us to collect this information from Cyanre marketing emails, you can opt out of receiving Cyanre marketing emails.

Online Advertising

Cyanre advertises online in a variety of ways, including displaying Cyanre ads to you across the Internet on websites and in apps. We may collect information about which ads are displayed, which ads are clicked on, and on which web page the ad was displayed.

Third-Party Content and Links

Cyanre websites and applications may include buttons, tools, or content that link to other companies' services (for example, a Facebook "Like" button). We may collect information about your use of these features. In addition, when you see or interact with these buttons, tools, or content, or view a Cyanre web page containing them, some information from your browser may automatically be sent to the other company.

Social Networking

Cyanre has its own pages on many social networking sites. You may also be able to sign in to a Cyanre website or application using a social networking account, such as a Facebook account. We may collect information when you interact with our social networking pages or use these sign-on features. Learn more about Cyanre's social networking practices.

Information Utilization

Cyanre uses the information we collect about you in a number of ways, such as:

- (1) Providing you with any services, support, or information you have requested.
- (2) Better understanding how our websites and applications are being used so we can improve them and engage and retain users.
- (3) Diagnosing problems in our websites and applications.
- (4) Tailoring a website, application, or Cyanre marketing to your likely interests.
- (5) Sending you business messages such as those related to payments or expiration of your subscription.
- (6) Sending you information about Cyanre, new application releases, special offers, and other similar information.
- (7) Conducting market research about our customers, their interests, and the effectiveness of our marketing campaigns.
- (8) Reducing fraud, software piracy, and protecting our customers.

Cookies

Like most websites and applications, we use cookies and similar technologies to make our websites and applications work, as well as to learn more about our users and their likely interests. Cyanre websites may also use cookies and similar technologies from other companies that allow us to improve the effectiveness of our hosted services.

Information Sharing

Cyanre works with companies that help us run our business. These companies provide services such as delivering customer support, processing credit card payments, referring of services and sending emails on our behalf. In some cases, these companies have access to some of your personal information in order to provide services to you on our behalf. They are not permitted to use your information for their own purposes.

Cyanre may also share your personal information:

- (1) When you agreed to the sharing within the Cyanre family of companies for purposes described in this privacy policy.
- (2) With our resellers and other sales partners if you are a business customer and agreed to receive Cyanre marketing communications. Note that we do not share personal information about consumers with third parties for their own marketing purposes unless the consumer agreed to that sharing.
- (3) When we are required to provide information in response to a subpoena, court order, or other applicable law or legal process.

(4) When we have a good faith belief that the disclosure is necessary to prevent or respond to fraud, defend our websites or applications against attacks, or protect the property and safety of Cyanre, our customers and users, or the public.

(5) If we merge with or are acquired by another company, or business unit or all or a substantial portion of our assets are acquired by another company. In those cases your information will likely be one of the assets that is transferred.

(6) We may share or publish aggregate information that doesn't specifically identify you, such as statistical information about visitors to our websites or statistical information about how customers use our applications and hosted services.

Is my personal information displayed anywhere on Cyanre's websites or applications?

There are sometimes places on Cyanre's websites and applications that allow you to post comments, upload pictures, or submit content for others to see. Sometimes you might be able to limit who can see what you share, but there are some places where what you share can be seen by the general public or other members of the website or application. Please be careful when you share your personal information. Do not share anything you wouldn't want publicly known unless you are sure you are posting it within a website or application that allows you to control who sees what you post. If you choose to share personal information or a document, the terms of this privacy policy will not apply to any information shared. Please note that when you post messages on certain user forums on our websites and applications, your email address or name may be included and displayed with your message.

To remove content you have shared on our websites and applications, please use the same website or application feature you used to share the content. If another user invites you to participate in shared viewing, editing, or commenting of content, you may be able to delete your contributions, but usually the user that invited you has full control. If you have questions or concerns about this, please contact us.

Information Security

We understand that the security of your personal information is important. We provide reasonable administrative, technical, and physical security controls to protect your personal information. However, despite our efforts, no security controls are 100% effective and Cyanre cannot ensure or warrant the security of your personal information.

Data Storage and Data Center Locations

Your personal information and data files are stored on Cyanre's servers and the servers of companies we hire to provide services to us (this excludes social media such as Facebook, Twitter, LinkedIn), but includes the administrator of our website. Your personal information may be transferred across national borders because we have servers located worldwide and the companies we hire to help us run our business are located in different countries around the world. These companies subscribe to strict data privacy policies.

Personal Information Updates and Changes

Our websites and applications do not require you to register an account or profile. Should you however wish to amend or delete any of your information, such a request may be forwarded through the website or by e mailing your request to info@cyanre.co.za. Note that we need to retain certain records for legal or internal business reasons (such as fraud prevention).

Marketing Practices

The Cyanre family of companies and companies we hire to help us market our websites and applications on our behalf may use your information to provide you with information and offers related to Cyanre. We give you choices regarding our marketing practices.

Privacy Policy Changes and Updates

Occasionally, we may change or update this privacy policy (or other documents in the Cyanre Privacy Center) to allow Cyanre to use or share your previously collected personal information in a materially different way. If we do, the links to the policy on our websites and online services (which are generally found in the footer of the website or online service) will indicate that the policy has been changed or updated. For new users, the change or update will become effective upon posting. For existing users, the change or update will become effective 30 days after posting. We encourage you to periodically review the Cyanre Privacy Center for the latest information on our privacy practices.

Questions or Concerns

If you have a privacy question or complaint, please email us at info@cyanre.co.za and post Privacy in the subject line.