



A Division of Rim Tec Inc.

## FiREapps Service Privacy Policy

At Rim Tec Inc. ("Rim Tec") we respect the privacy of our clients and their users of our products and services, and the policy set forth below (the "FS Privacy Policy") is provided in order to describe what personal or private information Rim Tec may collect in the operation of its SaaS offering - the "FiREapps Service" - and how such information is stored and used, and the limited circumstances under which it may be disclosed. This FS Privacy Policy applies to the FiREapps Service websites. You may view the separate corporate privacy policy [here](#). Rim Tec is subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC).

### The Types of Data that We Collect, How We Collect it and How We Use it

The FiREapps Service is licensed for access and use pursuant to subscription agreements with our customers (each, a "Client"). Our Clients typically consist of large sophisticated corporations with global operations. In operating the FiREapps Service we need to and do collect information concerning those adult individuals who are authorized by the Client to access and use the FiREapps Service on behalf of the Client (in each case under the terms of the Client's subscription agreement with Rim Tec for use of the FiREapps Service).

For each authorized individual user designated by a Client, the Client will provide and we will collect and store personally identifiable information (PII) as needed to maintain contact information and track privileges status for each authorized user, such as name, email address, business address, telephone number and facsimile number. The Client may itself change (through an authorized System Administrator), or direct us to change, this information on the FiREapps Service, for example when a Client adds, changes the information for or desires to delete an authorized user. An authorized individual user whose information is stored on the FiREapps Service will typically have a direct relationship with the Client as an employee, manager or IT contractor.

We collect the PII elements so as to enable us to currently track the individual users who are authorized to access and use the FiREapps Service on behalf of the Client, and also to designate which authorized users are designated by the Client as "System Administrators" for the purpose of certain higher level interactions with our Client support teams. For security purposes, the FiREapps Service will track which individuals log on to the FiREapps Service and the duration of each logon.

We also use this information when we need to contact or communicate with the Client in connection with its use of the FiREapps Service, for example: (i) responding to technical support requests; (ii) providing routine notices to the Client concerning system updates or maintenance; or (iii) providing routine notices to the Client in connection with invoices and other routine subscription agreement provisions.

### How We Store this Data

The security of PII relating to our Clients and their authorized users and contacts is important to us. We follow generally accepted industry standards and best practices to protect any PII submitted to us, both during transmission and once we receive it. These standards include but are not limited to physical security at our datacenters, data encryption of data in motion and at rest, firewalls, and active monitoring.



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Any PII transmitted over the internet via the FiREapps Service application is encrypted using industry standard SSL encryption. Third parties are not provided access to the FiREapps Service servers or facilities without being monitored at all times.

We will retain the PII relating to our Clients and their authorized users for so long as the Client account is active and as needed to provide reasonable post-termination transition and windup services. We will also retain this information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. If an individual wishes to request that his or her PII be removed from the FiREapps Service, such individual should contact the Client with whom he/she has the relationship, or contact us at the email address below and we can provide direction to the proper Client Service Administrator. If a Client requests that we remove any PII data from the FiREapps Service, we will use commercially reasonable efforts to respond to such request on a reasonably prompt basis.

### When, Why and How We May Disclose this Data

The PII information may be shared with our employees and contractors as necessary for us to perform services and provide ongoing support for the Client under the subscription agreement for the FiREapps Service. Rim Tec may from time to time employ other companies, individuals or contractors to perform Client support functions on our behalf. Examples include Software Engineers, Business Analysts, Quality Assurance Engineers, Customer Service representatives, and IT professionals providing services on behalf of our Clients. Some of these may have limited access to PII to the extent necessary to perform their functions, but they may not use it for any other purposes. In cases of onward transfer to third parties of data of EU OR Swiss individuals received pursuant to the EU-US Privacy Shield or Swiss-US Privacy Shield, Rim Tec is potentially liable.

Except where compelled to disclose information to authorities as described below, Rim Tec does not and will never sell, share, exchange, or transfer any such PII to any third party without the Client's consent, with the exception of trusted third parties who may assist us in providing the FiREapps Service to the Client and then only where such disclosure is necessary in connection with such assistance. If in the future, our policy changes with regard to sharing data with non-agent third parties, we will update this FS Privacy Policy and provide individuals with an opt-out choice prior to their data being shared.

Rim Tec will comply with all local laws and will release information to the appropriate authorities to comply with a subpoena or other legal process, protect the rights, property and safety of ourselves and others, and investigate illegal or fraudulent activity. We also may be required to disclose an individual's PII in response to a lawful request by public authorities, including to meet national security or law enforcement requirements

Because we value your privacy we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act. We therefore will not distribute your PII or other personal information to outside parties without your consent, except for those limited situations described in the preceding two paragraphs.

How you can Access your Personal Data



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We acknowledge the right of individuals to have access to their PII and other personal information to review, edit, change, or delete it. Individuals wishing to access their information may do so by contacting Rim Tec at: [privacy@fireapps.com](mailto:privacy@fireapps.com), or by phone at 503-726-0499.

### [Changes to Policy; How You can Contact Us With Complaints or Queries About the Issues Addressed in this Policy](#)

We may update this FS Privacy Policy to reflect changes to our information practices or to comply with applicable laws. If we make any material changes we will notify our Clients by email (as specified for each Client account) or by means of a notice on this Site prior to the change becoming effective. We encourage our Clients and their users to periodically review this page for the latest information on our privacy practices.

If you have questions or complaints regarding our FS Privacy Policy or practices, please contact us at [privacy@fireapps.com](mailto:privacy@fireapps.com), or by phone at 503-726-0499.

### [EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework](#)

Rim Tec complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union and Switzerland to the United States, respectively. Rim Tec has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit <https://www.privacyshield.gov/>.

In compliance with the US-EU and Swiss-US Privacy Shield Principles, Rim Tec commits to resolve complaints about your privacy and our collection or use of your personal information. European Union or Swiss individuals with inquiries or complaints regarding this privacy policy should first contact Rim Tec at: [privacy@fireapps.com](mailto:privacy@fireapps.com), or contact us by phone at 503-726-0499.

Rim Tec has further committed to refer unresolved privacy complaints under the EU-US and Swiss-US Privacy Shield Principles to an independent dispute resolution mechanism, the BBB EU PRIVACY SHIELD, operated by the Council of Better Business Bureaus. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed, please visit <http://www.bbb.org/EU-privacyshield/for-eu-consumers> for more information and to file a complaint.

Please note that if your complaint is not resolved through these channels, under limited circumstances, a binding arbitration option may be available before a Privacy Shield Panel.

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