PRIVACY POLICY

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LEGAL & POLICIES

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This policy applies to all Cloudtria-operated websites and services, including:

- cloudtria.com
- chat.cloudtria.com (Cloudtria Chat)
- go.cloudtria.com (Cloudtria Marketing: marketing emails, forms and website tracking)

Cloudtria Limited is the data controller for all personal information collected through these sites and associated services.

1. Information we collect

We may collect personal information that you provide directly to us, including:

- Name
- Email address
- Phone number
- Company or organisation details
- Billing and payment information
- Support requests and communications
- Account credentials and authentication data
- Messages, files and contact details you send us through Cloudtria Chat

We may also collect information automatically when you interact with our websites, including:

- IP address
- Browser type and version
- Device information
- Pages visited and actions taken
- Referring URLs
- Date and time of access
- Which of our marketing emails you open and which links you click

2. How we use your information

We use personal information to:

- Provide, operate, and support our services
- Respond to enquiries and support requests
- Manage accounts, subscriptions, and billing
- Send service-related communications
- Improve website performance and service quality
- Meet legal, regulatory, and contractual obligations
- Protect our systems, users, and services from misuse or abuse
- Answer questions you ask us through Cloudtria Chat

- Send you news and offers about our services, where you have agreed to receive them or the law otherwise allows
- Understand which pages and emails interest our visitors, so we can improve them

We do not sell personal information to third parties.

3. Legal basis for processing (GDPR)

Where applicable, we process personal information under one or more of the following bases:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate interests, including service delivery, security, and fraud prevention

4. Cookies and tracking technologies

Our websites use cookies and similar technologies to:

- Enable core site functionality
- Analyse traffic and usage patterns
- Improve user experience

Analytics and marketing cookies are only used after you accept them. You can change your choice at any time using the Cookie settings link at the foot of each page. You can also control or disable cookies through your browser settings, although disabling necessary cookies may affect site functionality. See our Cookie Policy for details.

5. Cloudtria Chat

Our websites include Cloudtria Chat, a live chat window that lets you send messages to our team. When you start a chat, we collect:

- Your name and email address, if you enter them
- The messages and files you send, and our replies
- Your IP address and approximate location, browser, operating system and device type
- The page you were on when you started the chat, and the page that referred you to it

We use this information to answer your question, follow up by email if you ask us to, and keep a record of the help we have given. Our legal basis is our legitimate interest in responding to your enquiry, or performance of a contract where you are a customer.

We run Cloudtria Chat ourselves, using open-source software on our own servers in Sydney, Australia and Auckland, New Zealand. Chat messages stay on our servers and are not shared with the software's developers, and we do not use automated or AI tools to read or answer chats.

We keep chat conversations for 2 years after they end, then delete them. You can ask us to delete a conversation

sooner.

6. Cloudtria Marketing: marketing emails and website tracking

Cloudtria Marketing is our own marketing system, built on open-source software and run on our own servers in Sydney, Australia and Auckland, New Zealand. We use it to send marketing emails and to understand how visitors use our websites.

If you accept marketing cookies, Cloudtria Marketing records the pages you view on our websites, when you view them, the page that referred you, your IP address and your browser and device. It places a cookie in your browser so it can recognise repeat visits. Until we know who you are, this information is anonymous.

Cloudtria Marketing links your visits to you if you:

- Click a link in one of our emails
- Fill in one of our forms

Our marketing emails contain a small image and tracked links, which tell us whether you opened the email and which links you clicked.

We send marketing emails only where you have agreed to receive them, or where you are a customer and the email is about services similar to the ones you use. Every marketing email has an unsubscribe link, and you can unsubscribe at any time. Service emails, such as invoices and renewal notices, are not marketing and continue while you are a customer.

Website tracking only starts after you accept marketing cookies, and you can withdraw that consent at any time using the Cookie settings link at the foot of each page. See our Cookie Policy for details.

We delete anonymous visit records after 12 months. We keep your details as a marketing contact until you unsubscribe or ask us to delete them, or until 2 years pass without you opening an email or visiting our websites.

Our legal basis is your consent, or our legitimate interest in telling existing customers about our services.

7. Disclosure of information

We may share personal information with trusted third parties where required to deliver our services, including:

- Hosting and infrastructure providers
- Payment processors
- Email and communications providers
- Security and monitoring providers
- Professional advisers where legally required
- Website analytics providers (Google Analytics), if you accept analytics cookies

Cloudtria Chat and Cloudtria Marketing are hosted on Oracle Cloud Infrastructure, which stores the data on our behalf but does not use it. All third parties are required to protect personal information and use it only for authorised purposes.

8. International data transfers

Some service providers may process data outside New Zealand. Where this occurs, we take reasonable steps to ensure personal information is protected in accordance with applicable privacy and data protection laws.

Cloudtria Chat and Cloudtria Marketing data is stored in Sydney, Australia and Auckland, New Zealand. Google Analytics data is processed by Google, including in the United States.

9. Data security

We take reasonable technical and organisational measures to protect personal information from loss, unauthorised access, misuse, or disclosure. These measures include access controls, encryption where appropriate, monitoring, and secure system design.

No method of transmission or storage is completely secure, but we work to reduce risk and respond promptly to incidents.

10. Data retention

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy, unless a longer retention period is required or permitted by law.

Retention periods for Cloudtria Chat and Cloudtria Marketing data are set out in sections 5 and 6.

11. Your rights

Depending on your location, you may have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request deletion of personal information
- Object to or restrict certain processing
- Withdraw consent where processing is based on consent

You can also:

- Unsubscribe from marketing emails using the link in any of them
- Change your cookie choices using the Cookie settings link at the foot of each page
- Ask us to delete a chat conversation or your marketing contact record

Requests can be made using the contact details below.

12. Complaints

If you believe we have breached your privacy rights, please contact us first so we can address your concern.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Privacy Commissioner in New Zealand or the relevant supervisory authority in your jurisdiction.

13. Changes to this policy

We may update this Privacy Policy from time to time. Updates will be published on our websites with a revised effective date.

14. Contact us

For questions, requests, or complaints relating to privacy, contact:

Cloudtria Limited
Email: privacy@cloudtria.com
Website: https://www.cloudtria.com