

# Privacy policy

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Last modified: 1st June, 2013

## Welcome to Clock Software

Thank you for using our software, subscriptions or support!

For brevity only, we will call our software, subscriptions and support products (“**Products**”). Products will mean each or all of them.

We (“**we**”, “**us**”, “**our**”) are Clock Software Ltd., with a registered office 27 Redcliffe Gardens, London, SW109BH, United Kingdom and with company number: 08008667.

We are a provider of reservation systems and software (“**Software**”).

If you are a holder of an account or an end-user agreement for the use of our software, you are an “**Operator**” for the purposes of present Privacy policy (“**Policy**”).

If you use our software to book rooms/units in the property of an Operator, or to access rental management information processed by an Operator, or if your personal data is recorded and processed by an Operator using our Software, you are a “**Consumer**” for the purposes of the present Policy.

If you use our Software to process information on behalf of an Operator, you are a “**User**” for the purposes of present Policy.

If you access, view and download information, fill in forms or access restricted sections on our web site, excluding logging to web hosted software, you are a “**Visitor**”.

By using our software you accept and agree to the present Policy.

## Our data protection obligations

### Protection of data in software hosted on our servers

We guarantee that we only provide access to users, authorised by a respective Operator. All data records in the databases are protected with passwords and all data transmission between user machines and our servers are encrypted. We make our best efforts to protect the data stored on our servers from unauthorised interventions by any third parties.

## **Data protection over software, installed on operator servers**

We have no control over data stored on servers of operators. All records in the databases of our installable software are password protected and all users access our software with a username and a password granted by the operator. However, we have no control over the databases or over the control of operators on the access to their databases.

Occasionally, in relation to the Support we provide to Operators, we may gain access to an Operator's databases remotely or may download an Operator's database on our technical means for further analysis or for other support interventions. We guarantee that the access to such data is restricted to our employees, resellers or affiliates and is not provided to any third parties, including our employees not involved in the support. If such data is copied or downloaded on our servers or technical means, we guarantee that it is destroyed after the need of it expires.

## **Other data protection obligations**

As we do not process your data, nor grant access to users, we cannot provide any other guarantees or undertake any further obligations related with the protection of the privacy of your data. If you believe your personal data is misused, you shall approach the Operator for settlement.

## **Privacy policy for consumers**

If you are a Consumer, an Operator may use our software to collect, record and store certain personal data from you. Such data may include, but is not limited to, your names, address, age, contact or credit card details. Such data may be stored in the database of our software, which database may be stored on Operator's or on our server. Irrespectively of where the database is stored, the Operator is solely responsible for protecting your data.

## **Privacy policy for users**

If you are a User using our software on behalf of an Operator, the operator may collect, record and store your personal data or may log your activities within the software. Such data may include, but is not limited to, your names, e-mail address, access password, date and time of your inputs or actions with the software. Such data may be stored in the database of our Software, which database may be stored on Operator's or on our server. Irrespectively of where the database is stored, the operator shall be solely responsible for protecting your personal data or for using the log of your activities.

# Privacy policy for operators

If you are an operator, by using our software you may be collecting, recording or storing personal data of Consumers and Users. You shall be treating such data and taking measures to protect it according to your applicable law and according to good practices. By using our Software you agree and accept that you will not provide access to any third parties to the personal data, stored into your database. You agree and undertake that you are solely responsible for protecting consumer and user data.

We may collect your personal or company data for the purposes of opening and maintaining your account or end-user agreement. Such data may include, but is not limited to, your names, address, age, company, contact or credit card details. Such data may be stored in the database of our Software. We guarantee that we do not provide access to such data, nor to the records within the database of our software used by you, to any third parties, including our unauthorised employees, subcontractors or affiliates. All data records in the databases are protected with passwords and all data transmission between user machines and our servers are encrypted. We make our best efforts to protect the data stored on our servers from unauthorised interventions by any third parties.

# Privacy policy for visitors

By accessing our web site, you accept and agree that:

- The product descriptions are provided for informational purposes only and may contain incomplete product specifications;
- We may use Google Analytics and/or other tracking methods. By agreeing to the use of such tracking methods, you grant us permission to use such tracking methods. Some of those methods may use small files (“cookies”). A cookie is a small file, which asks permission to be placed on the hard drive of your computer. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our Products in order to tailor them to our users’ needs. We only use this information for statistical analysis purposes. Overall, cookies enable us to monitor how you use our Products and help us improve them. In no way does a cookie give us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies and you shall modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the products. A relevant Google policy applies towards the use of Google Analytics;
- You may register or we may provide you with login credentials for access to restricted areas of our web site. You shall not provide your login credentials, nor any content from the restricted areas, to any third parties.