



Privacy Policy Statement

Contact Information

Our postal address is:
607 Elmira Road, Ste 113
Vacaville, CA 95687

We can be reached via e-mail at support@eyonic.com or you can reach us by telephone at 855-4Eyonic, (855-439-6642).

Websites

We collect email addresses of those who communicate with us via e-mail for the purposes of following up on visitor information requested, customer issues, and customer information requested. We will never sell, rent or share your email address with other organizations for commercial purposes. If you do not want to receive e-mail from us in the future, please let us know by sending us an e-mail to support@eyonic.com.

For each visitor to our website, certain information is gathered while on the site. We may use Google Analytics or other such means on our website to provide us with information such as: visitor location (by country only), web browser used, web pages viewed, and visitor source (search engine, organic, referral). The information we collect is used to improve the content of our website including optimizing our site for certain browsers and determining which pages are most effective. The information collected is done in a generic format and is represented in numbers, without any personal data connected to it. This information is not shared with other organizations for commercial purposes. Information may be collected for system administration purposes, to monitor the level of activity and/or for security purposes.

We may use technology to obtain certain types of information when your web browser accesses our sites and services. Cookies are textual identifiers that our systems may transfer to your web browser to enable our sites and services to recognize your browser, session or other personal preferences related to our sites and services.

When you sign up for an account with Eyonic Systems, we collect information including a postal address and telephone numbers. The information collected at the time of sign up is used to create a unique account for you, as well as for billing and support purposes. You may provide personal information into one of our online forms such as Contact Us or Customer Support if you are interested in creating an account or need technical support. Information collection may be used for account maintenance, marketing of other services provided by us, customer satisfaction and/or product development inquiries. The information collected to create an account will not be sold, rented or shared with other organizations for commercial purposes.

From time to time, we may use customer information for new, unanticipated instances not previously disclosed in our privacy notice. If our information practices change at any time in the future, we will email a copy to customers to notify them of these changes and provide them with the ability to opt out of these new uses. We will not sell, rent or share email addresses or other personal information.

Customers can opt to have their information used for only those purposes for which it was originally collected by emailing support@eyonic.com.

Upon request, we provide site visitors with personally identifiable information that we maintain about them. Consumers can request this information by submitting an email to us at the above address. Additionally, consumers can have this information corrected and/or updated by sending us an email at the above address.

With respect to security, Eyonic Systems has a variety of security measures in place to maintain the safety of your personal information. Additionally, when we transfer and receive certain types of sensitive information such as personal (account creation), Eyonic Systems redirects visitors to a secure server. For billing, we currently use Square as a third party payment processing agent. For online backup and hosted services, all sensitive data is transferred using the industry standard in encryption.

Data Center / Storage

General

There are many parts to running a data center, but privacy and security are at the forefront and play a part in every decision Eyonic makes. Some processes in the data center will change from time to time as a result of our security team's analysis and continued operation. A few of the steps taken to provide a high level of privacy and security to your data are:

1. **Training:** Eyonic provides information to all employees regarding the importance of data privacy and security, at time of hire, starting with an educational session during new hire orientation, and ongoing for as long as they continue to be an employee. All new employees must attest to the acceptance of data confidentiality as a condition of employment with Eyonic. In addition, Eyonic may require additional agreements for employees who handle specific, more sensitive consumer information, further protecting the use of data. All employees must affirm a Privacy Acknowledgment annually as a condition of continued employment.
2. **Keeping access to a minimum:** Only employees with the highest clearance have access to the data center and its data. Employee access is logged and passwords are strictly regulated. Audit logs are reviewed on a regular basis. Access to a customer's data is given to only a select few employees who need such access, to provide the necessary support and troubleshooting on our customers' behalf to resolve an issue. This access will be approved by the customer, or it will be required of senior management to provide the necessary support and maintenance.
3. **Audits:** Regularly scheduled audits are performed and reviewed by management to ensure the highest level of privacy is upheld.
4. **Third-Party Storage:** Third party data centers and/or storage are not used in conjunction with Eyonic services.

Online Backup

Online backup accounts are created using email accounts and require postal addresses and telephone numbers. The email accounts and account information will not be sold, rented or shared.

The security and privacy of all customer account and stored data is of the utmost importance at all times. When issues are reported, Eyonic will troubleshoot the issue and try to resolve it verbally and/or by using

the management console. There will be times when further action is required to resolve the issue and access to a customer backup account may be necessary. When this occurs, you will not be asked to share your account password. If necessary, a customer support account will be used by support technicians to log into your account to troubleshoot the issue reported. Remote access to the local machine with the issue may also be requested to work through the issue until it is resolved. Any and all data stored in a customer online backup account is private, and will not be sold, rented, or shared.

When issues are reported, they will be logged in our customer support system. These logs are summarized and used to track the frequency of types of issues, to drive updates, patches, and future development. Specific customer data is not attached to the summarized data reports sent to development. This information is not shared with other organizations for commercial purposes.

Hosted Services

Hosted services require account creation using email accounts, in addition to postal addresses and telephone numbers. This information is used to create customer unique accounts and will not be sold, rented or shared.

The processes performed by hosted services can vary greatly depending upon the needs of the customer. Some hosted services only need customer data to be moved from a local location to Eyonic Systems once, where all new data can be inputted directly. Other services require software to be written and configured on local device(s) with regularly scheduled data transfers to Eyonic Systems. Regardless of the frequency of data transfer, all data being transferred to Eyonic Systems from a customer's local device will be transferred using 256-bit encryption. We will not sell, rent, or share customer information shared with us through hosted service cooperative projects.

The security and privacy of all customer account and stored data is of the utmost importance at all times. While the majority of troubleshooting can be handled verbally and/or using a management console, there will be times further action is required. When further action is required to provide customer service, access to the hosted service and data stored herein may be necessary. When this occurs, you will not be asked to share your account password. If necessary, a customer support account will be used by support technicians to log into the hosted service to troubleshoot the issue reported. Remote access to the local machine with the issue may also be requested to work through the issue until it is resolved. Any and all data stored in a customer hosted service account is private, and will not be sold, rented, or shared.

When issues are reported with hosted services, they will be logged in our customer support system. These logs are summarized and used to track the frequency of types of issues, and to drive updates, patches, and future development. Specific customer data is not attached to the summarized data reports sent to development. This information is not shared with other organizations for commercial purposes.

If you feel that this website or its data storage services is not following its stated information policy, you may contact us via email or at the above addresses or phone number.

Changes to this Privacy Policy

Please note that this Privacy Statement may be revised by Eyonic Systems from time to time to address changes in our business, the law or technology. As these updates occur, Eyonic will post the revised policy on our website. Revisions are effective upon posting and your continued use of our sites and services after the posting will be subject to the changed terms of the revisions.

11/27/17