



# Connexa Cloud Privacy Policy

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## OVERVIEW

This privacy policy covers Connexa's collection and treatment of information and data collected when you visit Connexa's Websites or use Connexa Services.

### 1 - Definitions

1.1 "Connexa" means the entity Connexa Energy, LLC

1.2 "Services" means any and all services and hosted software applications provided by Connexa, including but not limited to, the Cloud Portal, the Cloud Integrations, Connexa's website and any other software services offered by Connexa.

1.3 "You" means yourself and any entities you represent.

1.4 "Products" means both the physical products produced and sold by Connexa, including the CCD; and the firmware, provided by Connexa, that is programmed onto these physical products.

1.5 “Third Party Products” – includes but is not limited to applications, websites, APIs, software, or hardware that interacts with, uses or connects to any Connexa Products or Services.

1.6 “Website(s)” means any web domains owned, operated, branded or co-branded by Connexa.

## **2 - How Connexa Collects Data**

2.1 Connexa collects certain data from visitors to Connexa Websites in order to continually improve and enhance our customer’s experiences. This data is collected via the following methods:

2.1.1 Connexa, like many other websites, will store session information (often called “Cookies”) in your browser that will help Connexa to identify information such as browsing activity, IP addresses and page view order. Connexa recommends you keep Cookies active to provide a better user experience on Connexa's Websites; disabling them could interfere with operations such as performing payments or interacting with Products.

You do have the option to not use these Cookies, and if you opt not to use them, you can consult your browser's "help" for instructions on blocking or managing cookies.

2.1.2 When You visit Connexa Websites, Connexa web servers automatically log typical website analytic data from visitors to our site. This data, which may include details such as user agent and IP addresses, is used for systems administration, detecting use patterns and maintaining security.

2.1.3 Connexa sees and logs non-personally identifiable data when You use Connexa Services. Connexa logs this data in our system and stores it on Third-Party (Google Cloud) servers. The only identifiable information this data is connected to will be the account details You supplied when creating Your account.

### **2.2 Information You provide**

2.2.1 When You create an account with Connexa, You provide us with data that includes an email address and password. If any of these details change, You may update your account at any time and modify, correct or delete your account details. This information is collected and stored using Google Firebase Authentication which has ISO 27001, 27017, and 27018 certifications and has been evaluated under the SOC 1, 2 and 3 process. Connexa employees have access to help you recover and reset your password but they do not have access to read it.

2.2.2 You may actively provide payment details when purchasing Products from Connexa. Connexa uses a third-party secure e-commerce site with a Level 1 PCI compliant payment system for direct online sales. No employees of Connexa have access to the credit card details

associated with these purchases, and no payment details are shared with any parties beyond Connexa and the aforementioned third-party secure e-commerce site..

## 2.3 Product Data

2.3.1 Connexa Products' primary purpose is to collect data from industrial equipment. Connexa stores a copy of this data stripped of all personally identifiable information on Google Cloud servers.

## 3 - How Connexa Uses Data

3.1 The data referenced in this Privacy Policy is primarily used by Connexa to improve, troubleshoot and enhance Products, Websites and Services.

3.2 Email addresses and any other information supplied by You may also be used by Connexa to respond to emails, phone calls and requests. In addition Connexa may use the data that identifies the Product IDs associated with Your account to provide information and technical assistance to You. For example, Your email address and device details may be used to respond to a technical support question that You send to Connexa.

3.3 Connexa may collect and create anonymous data by excluding personally identifiable information. Connexa reserves the right to use Anonymous Data for any purpose and disclose Anonymous Data to third parties at its sole discretion.

## 4 - Data Security

4.1 Connexa uses Transport Layer Security (TLS) encryption on the APIs (Application Programming Interface) and Websites operated by Connexa.

4.2 Connexa uses RSA and AES encryption to communicate with Products.

4.3 Data collected by Connexa via its Websites and Services is stored on secure third-party servers.

4.3.1 These servers are managed by Google Cloud and data is fully encrypted at rest.

4.4 Connexa restricts access to personal data to select employees whose duties require such access in order to provide You with Services.

4.5 Connexa only permits access to personal data by employees who sign in with Google Sign-In and 2-factor authentication.

4.6 Connexa logs employee access to systems that contain personal data.

4.7 You can request your account be terminated at any time and Connexa will promptly delete all of your Personal Data from the system.

## **5 - Sharing Data**

5.1 Connexa may at some point have a third-party process or analyze some of the data we have collected.

5.2 When appropriate, Connexa may share data with entities and persons who are actively doing business with Connexa and have entered into a non-disclosure contract with Connexa.

5.3 Connexa may share aggregated or anonymous data publicly or as described above in section 3.3

5.4 Connexa will share personal information with companies, organizations or individuals outside of Connexa if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

5.4.1 Meet any applicable law, regulation, legal process or enforceable governmental request.

5.4.2 Enforce applicable Terms of Service, including investigation of potential violations.

5.4.3 Detect, prevent, or otherwise address fraud, security or technical issues.

5.4.4 Protect against harm to the rights, property or safety of Connexa, our users or the public as required or permitted by law.

5.5 If another company acquires Connexa or our assets via a merger, acquisition or sale, that company will possess the Personal Data collected by Connexa and will assume the rights and obligations regarding your Personal Data as described in this Privacy Policy. In this event Connexa will give You prior notification via email or by putting a prominent notice on our site before Your personal data is transferred.

## **6 - Additional Information**

6.1 Third-Parties may on occasion offer products or services that interact with Connexa. Connexa will encourage these Third-Parties to follow a similar privacy policy as this one, but you acknowledge and agree that Connexa is not responsible for the privacy policies of others.

6.2 Connexa will not intentionally gather information from children under the age of 13.

6.3 Connexa reserves the right to make changes to this Privacy Policy at any point without prior notification and approval. Continued use of the Websites and Services once these changes are announced will confirm Your approval of and agreement to any and all changes.

6.4 The section headers in this agreement are for structure only.

6.5 If you have any questions regarding this Privacy Policy you may contact Connexa at [cloud@connexa.com](mailto:cloud@connexa.com).