OnCue Technology Privacy Statement

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Introduction

OnCue Technology, LLC ("OnCue Technology," "we," or "us") is a software company based in Houston, Texas. We develop OnCue, a trial presentation application that runs on our customers' own computers.

We take your privacy seriously. This Privacy Statement describes the personal information OnCue Technology collects, how we use and share it, and the rights you have in relation to it. We will update this statement from time to time as our practices or applicable law change. The effective date at the top shows when it was last revised.

Privacy Contact

OnCue Technology has designated a privacy contact for any questions, concerns, or requests relating to personal information. We have not appointed a statutory data protection officer under Article 37 of the GDPR, as we are not required to do so.

Jim Groner, Director of IT – privacy@oncuetech.com

Personal information we collect and how we use it

OnCue Technology collects a limited amount of business contact information about its prospects, customers, and website visitors. This information is generally limited to:

- name
- job title
- employer name
- work address
- work email address
- work phone number
- purchase, licensing, and support history for the OnCue software

We use this information to respond to inquiries, provide quotes, sell and license the OnCue software, activate and support licenses, send product and service information, and meet our legal, tax, and accounting obligations. Where the GDPR applies, our legal bases for this processing are performance of a contract, our legitimate interest in operating and promoting our business, and compliance with law.

We do not sell personal information to anyone. We share it only with the service providers who help us deliver our services, as described below.

From time to time we may receive personal information about individuals from third parties, such as a referral from an existing customer or publicly available professional information (for example, from LinkedIn). This is typically limited to your role and employer.

The OnCue software

OnCue is a standalone desktop application installed on the customer's own computers. OnCue Technology does not host, store, process, or have access to the case materials, exhibits, transcripts, video, or other content that customers load into OnCue. That content remains on the customer's systems, under the customer's control, at all times.

OnCue connects to OnCue Technology and our service providers only for the purposes below. Licensing, updates, help, and ProSync never transmit case content, and OnCue does not collect usage analytics or telemetry.

- Licensing (required): at activation and each time the application opens, OnCue sends the computer's IP address, machine name, installation ID, and OnCue version to our licensing service, SoftwareKey, to confirm that the license is valid.
- Updates (optional): at startup, OnCue checks for a newer version. The request carries only what it needs, such as the IP address.
- Help (optional): opening help from the application requests the matching support article from our website.
- ProSync (optional): activating a transcript or buying credits sends the transcript's duration, a masked transcript ID, and the license and installation IDs. Syncing itself happens on the customer's computer; no audio, video, or transcript text is sent.

- Error reports and feedback (optional): only when a user chooses Send Error Report or Send Feedback, OnCue sends what the user chose to send to our error-reporting service, Sentry. Nothing is sent automatically.

Use of the OnCue Technology website

Our website, www.oncuetech.com, runs on a third-party hosting service. Like most websites, it automatically collects certain information in log files and may use cookies. This may include your IP address, general location, browser type, operating system, referring page, and the pages you view. We use this information to understand how visitors use the site, to improve it, and to diagnose technical problems. Our website host may set cookies that are necessary for the site to operate; its privacy policy describes its practices. You can control cookies through your browser settings.

If you submit a contact, demo, or download form on the website, we use the information you provide to respond to your request and, where permitted, to tell you about our products and services.

Our website may link to third-party services such as LinkedIn and other social networks. If you follow those links or share content through those services, their privacy policies govern that activity.

Sharing information with third parties

We use a small number of service providers located in the United States to operate our business. They process personal information only on our instructions and only to provide their services to us. They include:

- a software licensing service (SoftwareKey), which processes license activations
- a payment and order processing service (FastSpring), which processes purchases and issues invoices
- an error-reporting service (Sentry), which receives the error reports and feedback users choose to send from OnCue
- business productivity and communication services (such as Google Workspace and Slack) used for email, documents, and internal communication
- our website hosting provider

We do not otherwise disclose your personal information to anyone outside OnCue Technology unless: (1) you request or authorize it; (2) it is required to comply with law, such as a subpoena or court order, to enforce an agreement with you, or to protect the rights, property, or safety of OnCue Technology, our employees, or others; (3) it is provided to a successor in connection with a merger, acquisition, or sale of our business; or (4) it has been aggregated so that it no longer identifies you.

Processing personal data in the United States

OnCue Technology is located in the United States, and the personal information we collect is processed and stored in the United States by us and by the service providers listed above. If you are located in the European Economic Area, the United Kingdom, or Switzerland, this means your personal information will be transferred to a country whose data protection laws may differ from those of your home country.

OnCue Technology does not currently participate in the EU-U.S. Data Privacy Framework. Where we transfer personal data from those regions, we rely on your consent, on the necessity of the transfer to perform a contract with you or your employer, or on our legitimate interests, and we will put in place Standard Contractual Clauses or another lawful transfer mechanism where required by law.

Your rights

Depending on where you live, you may have rights under the GDPR, the UK GDPR, or other privacy laws, including the right to:

- be informed about how your personal information is used
- access the personal information we hold about you
- correct inaccurate information
- request erasure of your information
- restrict or object to our processing, including for direct marketing
- receive your information in a portable format
- withdraw consent where our processing is based on consent
- lodge a complaint with a supervisory authority

To exercise any of these rights, contact privacy@oncuetech.com. We will respond within the time required by applicable law and will not charge a fee for reasonable requests. We may need to verify your identity before acting on a request. If we are unable to fulfil a request, we will explain why.

If you are in the European Economic Area or the United Kingdom, you may also lodge a complaint with the data protection supervisory authority in the country where you live or work.

You may opt out of marketing emails at any time by using the unsubscribe link in the message or by contacting us.

Data storage and retention

Personal information is stored in the United States in the systems of the service providers described above. OnCue Technology does not operate its own servers or data center. We retain customer information for the duration of the customer relationship and for as long afterward as is needed for support, warranty, legal, tax, and accounting purposes. We retain prospect information until it no longer has business value. Personal information that OnCue Technology controls will be deleted on verified request from the individual or their authorized agent, subject to any legal retention requirements. For more information, contact privacy@oncuetech.com.

Children's data

Our products and website are intended for business use. We do not knowingly collect personal information from children under 16.

Changes to this statement

We may update this Privacy Statement from time to time. The effective date at the top indicates when it was last revised. If we make material changes, we will post the updated statement on our website.

Questions, concerns, or complaints

If you have questions, concerns, or complaints, or would like to exercise your rights, please contact us at:

OnCue Technology, LLC

privacy@oncuetech.com