

Pantheon Systems, Inc. ("Pantheon") Privacy Policy

Last Updated 16 April 2020

This Privacy Policy ("Privacy Policy") addresses how Pantheon Systems, Inc. ("we," "our," "Pantheon") handles information we gather from third parties including visitors to <https://pantheon.io> and users of the Pantheon services. Questions regarding this statement should be e-mailed to privacy@pantheon.io. This Privacy Policy describes the ways we collect, use and share information. Our Privacy Policy applies whenever you visit the Site or use the Services.

Policy Overview

User interacts with Pantheon



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START

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California Consumers



Data Transfers and Privacy Shield



How we Collect and Use your data

Information Gathered

We collect the following information from a website visitor to Pantheon web property, an event, or other interaction with Pantheon where this Privacy Policy is posted (a “visitor”) or user of the services Pantheon delivers to its registered customers (“user”):

- **Registration and Billing Information:** Contact information such as name, e-mail address and company name and, when applicable, billing information such as billing address and a credit card number, are collected from visitors and users. We may also ask visitors or users for additional personal information such as their professional background, technical expertise and plans for using the Services. Users and visitors can choose not to provide this additional information by not entering it when asked or contacting us directly at privacy@pantheon.io.
- **Log Data and Activity Tracking:** Pantheon collects certain information automatically from visitors and users of the Services, such as Internet addresses, browser types, referring domains, timestamps (time page accessed as well as time spent per web page), as well as the specific pages the visitor has requested.
- **Cookies:** We collect certain information automatically using cookies and similar technologies including information from third parties. For more information, see our Cookie Policy at <https://pantheon.io/pantheon-cookies>.
- **User Data in Services:** We store and process user data in the context of providing the Services (“User Data”). Pantheon users have their own privacy policies covering the use of personal information they collect and subsequently send to Pantheon via the Services. Applicable user privacy policies apply in all cases except as specifically described in this Privacy Policy.

Information Use

Marketing and Promotion. Pantheon uses the information listed above to contact users and visitors to further discuss their interest in the Site and the Services, or to send users and visitors information regarding Pantheon or its partners, such as new features, promotions and events. Any such communications will be sent in accordance with users’ and visitors’ marketing preferences. We may also email users with service-related information concerning the Services or the Site.

Services Communications. Users of Pantheon’s Services have a more specific relationship with us and we want to be sure we communicate with you according to your preferences. User registration information is used to share updates regarding the Services for announcements, feedback requests, security updates, support, and other products and services communications and promotions made available by Pantheon.

Improvements. We also use visitor and user information to help deliver a better experience (for example, by displaying personalized content to you based on your interactions with the Site), to diagnose technical problems, to support marketing activities and so that we may better administer and improve the quality of both the Site and the Services.

Billing Coordination. All financial and billing information collected through the Site is used solely to check the qualifications of prospective users and to bill for the Services. This billing information is not used by Pantheon for marketing or promotional purposes.

Data Management. Pantheon stores and processes User Data only on behalf of, and as instructed by, its users. User Data may be viewed or accessed by Pantheon for the purpose of resolving a problem or support issue. Pantheon may also access User Data and certain visitor information if necessary to investigate a suspected violation of the Terms of Use for the Site and the Acceptable Use Policy for the Services, or as may be required by law. Users are responsible for maintaining the confidentiality and security of their user registration and password.

How we share and manage your data

Sharing of Information

Pantheon will not copy, distribute, or otherwise share any user or visitor data except as set out in this Privacy Policy. Pantheon may share users' and visitors' information in the following ways:

- **Credit card processing:** Pantheon uses a third-party service provider to manage credit card processing. This service provider is not permitted to store, retain, or use Billing Information except for the sole purpose of credit card processing on Pantheon's behalf.
- **Third party services:** Pantheon may partner with other parties to provide users with specific services such as user interfaces, connectors, dashboards, and other administrative tools available for use via the Services. If a user registers for these services, we will share names or other contact information only to the extent necessary for the third party to provide these services. These third parties are not allowed to use personal information except for the purpose of providing these services.
- **Service providers:** From time to time, we may disclose your personal information to organizations that perform services for Pantheon, for example, to host web sites, provide customer support, and similar services. We will share with these companies only the personal information they need to provide the Services. These organizations will be required to agree to use such information solely for the purpose of providing services to Pantheon, under our instructions, and to keep that information secure.
- **Group companies:** From time to time we may provide information about users to Pantheon's subsidiaries and joint ventures in order to provide those users the Services. Each of these entities will process information for the purposes described in this Privacy Policy.
- **Potential acquirers of Pantheon's business:** If the stock or assets of Pantheon, its subsidiaries, its joint ventures or any combination of such are acquired by another entity, some or all of Pantheon users' and visitors' personal information may be provided to such a successor. In such a case, the successor will be instructed to handle the personal information in the same manner as provided in this Privacy Policy.
- **Law enforcement:** We may be required in certain circumstances, to disclose personal information in response to a lawful request by public authorities, the courts, law enforcement, and national security requirements.
- **Consent:** We may disclose users' and visitors' personal information with third parties where we have consent to do so except as instructed by its visitors or users or otherwise where prohibited by law.

Security

Pantheon uses appropriate administrative, technical, organizational, and physical security measures to protect our users' and visitors' information and data against accidental or unlawful destruction, loss, and alteration, and against unauthorised disclosure and access. We use standard industry practices to protect visitor and user information, including firewalls, SSL encryption, limiting storage of financial information to a PCI compliant third party provider, system redundancies, and co-location at a 24/7 secured, controlled environment.

Unfortunately, no data transmission or storage can be guaranteed to be 100% secure. While we strive to protect your personal information, we cannot guarantee security of the information you transmit to us or host with us using our Services.

Data Transfers and Privacy Shield

Visitors' and users' information may be transferred to, and processed in, countries other than the country in which they reside. Specifically, Pantheon's Site and Services are hosted on servers located in the United States of America, and our group companies and third party service providers and partners may operate around the world. This means that when Pantheon collects visitors' and users' information, such information may be processed in any of these countries. For more information about how we transfer visitors' and users' information, please contact privacy@pantheon.io.

Pantheon complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework (collectively, "Privacy Shield") as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union, the United Kingdom, and Switzerland to the United States in reliance on Privacy Shield. Pantheon has certified to the Department of Commerce that it adheres to the Privacy Shield Principles with respect to such information. If there is any conflict between this Privacy Policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, please visit <https://www.privacyshield.gov/>. To view Pantheon's Privacy Shield certification, please click [here](#).

You may direct inquiries or complaints concerning Pantheon's processing of personal information under the Privacy Shield to privacy@pantheon.io. Pantheon will respond within 30 days. If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third-party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>. If you believe that your complaint wasn't resolved by any of these options, you may also have the possibility to engage in binding arbitration through the Privacy Shield Panel. Pantheon is subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC).

Your choices to control your data

Accessing and Updating Contact Information

We encourage our visitors and users to access, update and edit their contact information and keep it current. Users can easily access, correct or update their contact information at any time by logging into the Service and visiting the "account" tab on the dashboard.

Your Data Protection Rights

You can exercise any one of the following data protection rights as may be available to you under applicable law by contacting us at privacy@pantheon.io. We will acknowledge and respond to your data protection rights requests promptly and in all cases no later than within 30 days unless required sooner under applicable law. You have the following data protection rights:

- You have the right to **access, correct, update or request deletion** of the personal information we collect about you. You can also make changes to your Pantheon personal or professional profile at any time by logging into the Service – see the heading "Accessing and Updating Contact Information" above.
- You have the right to **opt out of marketing communications** we send you at any time. See the heading "Unsubscribe from marketing" below or contacting us directly at the privacy email provided above.

In addition, if you reside in the European Economic Area, UK or Switzerland, and in certain cases regarding data access, portability, and deletion requests for residents of California, you also have the following rights:

- You have the right to **object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information**.
- If we have collected and process your personal information with your consent, then you can **withdraw your consent** at any time by contacting us directly at the privacy email above. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain** to the data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority. (Contact details for data protection authorities in the European Economic Area are available here http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm).

Receive Notice of Changes

Pantheon reserves the right to change this Privacy Policy from time to time as necessary to reflect changing legal, regulatory or operational requirements. Pantheon will provide notification of the material changes to this Privacy Policy through the Site at least thirty (30) business days prior to the change taking effect. Where appropriate, we may also email users who have opted to receive communications from us notifying them of the changes in our privacy

practices. If we are required by applicable data protection laws to obtain your consent to any material changes to this Privacy Policy, then we will do so before such changes take effect.

Data Retention

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with the Service you have requested or to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate business need to process your personal information, we will either or anonymize it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible within a two year period. Under no circumstances do we retain data without a legitimate business need for greater than two years except as may be required under applicable law.

Unsubscribe from marketing

Visitors and users can opt out of further marketing communications at any time by following the instructions to unsubscribe that are included in every communication or contacting Pantheon at privacy@pantheon.io.

Special Topics in Privacy

For European Consumers

Legal basis for processing personal information for EEA visitors only

“Personal information” as referenced in this Privacy Policy shall mean personal data as defined under applicable European data protection regulations.

If you are a website visitor from the European Economic Area and have elected to submit your personal information to Pantheon, which includes instances where such visitor is a job applicant or an individual filling out a form where this privacy policy is posted, Pantheon is the data controller of your personal information and our legal basis for collecting and using your personal information will depend on the personal information concerned and the specific context in which we collected it.

In most cases, Pantheon is the data processor for purposes of our Services and any personal information that may be received would be from a user. We require users to obtain lawful consent before sharing any personal information with Pantheon. Any processing of personal information by Pantheon as a data processor will be only as authorized by the user and for no other purpose except as may be permitted by applicable law.

If we ask you to provide personal information to comply with a legal requirement or to contact you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us at privacy@pantheon.io.

For California Consumers

Legal basis for processing personal information for California residents only

For purposes of this section, “Personal information” has the meaning given in the California Consumer Privacy Act of 2018 (“CCPA”) but does not include information exempted from the scope of the CCPA (e.g., deidentified consumer information or sector-specific privacy laws like the Gramm-Leach Bliley Act).

Ordinary Collection Activity. Pantheon collects and processes those categories of data set out in this Privacy Policy including personal identifiers such as name and IP address, personal customer records (per Cal. Civ. Code § 1798.80(e)) such as billing information, geolocation data such as IP address or business address, internet usage such as browser history for Site visitors, employment related information such as those indicated in a job application provided by you and commercial information such as the products or services you have purchased.

Other Collection Activity. Pantheon does not normally collect protected classification characteristics, biometric information, sensory data, non-public education information, or inferences drawn from other personal information except as may be provided by you directly with appropriate consent or as may be processed in accordance with user requirements arising from the Services Pantheon provides.

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our Website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to privacy@pantheon.io.

Non-discrimination. We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not deny you goods or services, charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties, provide you a different level or quality of goods or services, suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

Pantheon does not sell personal information. Pantheon does not "sell" your personal information as we understand this is defined in the CCPA. Pantheon does however use services provided by Google, Facebook and other advertising companies that track website visitor activity to help deliver interest-based ads to those visitors. Your preferences may be managed in this regard by visiting our Cookie Policy at <https://pantheon.io/pantheon-cookies> and managing your preferences.

Pantheon Liability

Pantheon understands privacy is an imperative for many people and they seek out those providers in the market that share these values. In accordance with the Privacy Shield Principles, Pantheon remains liable for any processing of personal data from the EEA, UK or Switzerland by third-party agents acting on our behalf where such processing is inconsistent with the Privacy Shield Principles, unless Pantheon was not responsible for the event giving rise to any alleged damage.