

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

Last Updated December 15, 2020

This Privacy Policy ("Privacy Policy") addresses how Pantheon Systems, Inc. ("we," "our," "Pantheon") handles information we gather from third parties including, but not limited to, visitors to <https://pantheon.io> (the "website"), users of the Pantheon services, and applicants for a job at Pantheon. 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 website or use the Services.

Pantheon is the data processor or the service provider, as defined under the EU General Data Protection Regulation (EU) 2016/679 ("GDPR") and California Consumer Privacy Act of 2018 ("CCPA"), respectively, processing personal data/person information on behalf of and in accordance with the instructions provided by users of the Pantheon service. We are the controller or the "business," as defined under the GDPR and the CCPA, respectively, for information that you provide when you visit our website or apply for a job with Pantheon.

Policy Overview

How User Privacy is Protected at Pantheon

User interacts with Pantheon



START

How we Collect and Use your data

Data is collected by Pantheon



Pantheon's use of your data



How we share and manage your data

How we share your data



How we secure your data



Your choices to control your data

- ✓ Access
- ✓ Update/Correct/Rectify
- ✓ More..(Object, Data Portability and Restriction)

User Opt Out



- ✓ Delete, Withdraw Consent

EXIT

Special Topics and Additional Privacy Rights

European Consumers



California Consumers



Data Transfer via SCCs and other approved mechanisms



How we Collect and Use your data

Information Gathered

We collect the following information from a website visitor to Pantheon web property, 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”), or an applicant for a job at Pantheon (“applicant”):

- **Registration and Billing Information:** Contact information such as name, signature, e-mail address and company name and, when applicable, billing information such as billing address and a debit/credit card number, or bank account 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 by 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 Connection with 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, and the applicable user privacy policies apply in such cases except as specifically described in this Privacy Policy.
- **Communications:** We collect, store, and process information that you provide to us when you communicate with us.
- **Applicant:** We collect, store, and process information that you provide to us when you apply for a job with Pantheon. Such information may include name, address, email address, telephone number and other contact information, resume or CV, cover letter, previous and/or relevant work experience or other experiences, education, transcript, or other information that the job applicant may provide to us in support of an application and/or recruitment process. We may also obtain information from interviews and phone-screening. We may also collect details about the type of employment the applicant may be looking for, current and/or desired salary and other terms related to compensation and benefits packages, willingness to relocate, or other job preferences; details of how the applicant heard about the job opening; any sensitive and/or demographic information obtained during the application or recruitment process such as gender, information about citizenship and/or nationality, medical or health information and/or your racial or ethnic origin; reference information and/or information received from background checks, where applicable, including information provided by third-parties; and information related to any assessment you may take as part of the interview screening process.

Information Use

Marketing and Promotion. Pantheon uses the information listed above to contact users and visitors to further discuss their interest in the website 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 website.

Providing Pantheon’s Services and Services Communications. Users of Pantheon’s Services have a more specific relationship with us. As with all communications from Pantheon, we want to be sure we communicate with you according to your preferences, which can be set or changed at any time at

<https://dashboard.pantheon.io>. 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 website), to diagnose technical problems, to support marketing activities and so that we may better administer and improve the quality of both the website and the Services.

Billing Coordination. All financial and billing information collected through the website 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 website and the Acceptable Use Policy for the Services, or as may be required by law or regulations. Users are responsible for maintaining the confidentiality and security of their user registration and password.

Recruitment. Pantheon stores and processes information provided by job applicants for the purposes of carrying out application and recruitment processes. Pantheon uses applicant information to assess skills and qualifications against the applicable job opportunity; verify information and conduct reference checks; and comply with applicable laws, regulations, legal processes, or enforceable governmental requests.

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, and process job applications. 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, or to comply with 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

Visitors' and users' information may be transferred to, and processed in, countries other than the country in which they reside. Specifically, Pantheon's website 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 relies on legally-provided mechanisms to lawfully transfer data across borders. We use the European Commission-approved Standard Contractual Clauses (the "SCCs") to transfer personal information from the European Union. Pantheon's SCCs are available [here](#).

Pantheon also 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 should know that the EU-US Privacy Shield Framework was recently invalidated in certain court proceedings in the EU in a case commonly referred to as *Schrems II*. While invalidated, the Privacy Shield Framework has not yet been replaced. Without further guidance by the EU, Pantheon continues to adhere to the Privacy Shield framework, employ technical, physical and organizational protections regarding data privacy, and execute Standard Contractual Clauses to ensure protection of personal information.

You may direct inquiries or complaints concerning Pantheon's processing of personal information 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. In certain jurisdictions, we may be able to process only a verified consumer request (“VCR”). 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 also have the right to request **erasure** of some or all your information from our systems.
- 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).

In order to exercise your data protection rights, click [here](#) or email us at privacy@pantheon.io.

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 website 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 and Additional Privacy Rights

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. We may collect your personal information through consent, contract, or if the processing may be necessary for your legitimate interest.

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 ensure that they have lawful bases to transfer personal information to 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

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). We will be able to process the request for access and the request for deletion that is made by VCR, unless an exception applies.

Unless stated otherwise in the agreement that you have entered with Pantheon, in accordance with the CCPA, the chart below lists the categories of Personal Information that we have collected from visitors, users, and applicants, and the purpose of collection of such personal information in the past twelve (12) months. We do not collect personal information related to biometric information, sensory data, non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)), or inferences drawn from other personal information.

Further, as noted above, Pantheon does not sell your Personal Information.

Category	Personal Information Collected	Sources of Personal Information	Disclosure of Personal Information	Purpose of collection / processing Information
Identifiers	Real name, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, company name, driver's license number, or other similar identifiers	<ul style="list-style-type: none"> • Registration and Billing Information • Log Data and Activity Tracking • Cookies • User Data in Services • Services Communications • Applicant 	<ul style="list-style-type: none"> • Credit Card Processing • Third party Services • Service Providers • Group Companies • Potential acquirers of Pantheon's business • Law Enforcement • Consent 	<ul style="list-style-type: none"> • Providing Pantheon's Services • Marketing and Promotion • Services Communications • Improvements • Billing Coordination • Data Management • Recruitment
Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))	Name, signature, physical characteristics or description, address, telephone number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, or medical or health information	<ul style="list-style-type: none"> • Registration and Billing Information • Applicant • Services Communication 	<ul style="list-style-type: none"> • Credit Card Processing • Third party Services • Service Providers • Group Companies • Potential acquirers of Pantheon's business • Law Enforcement • Consent 	<ul style="list-style-type: none"> • Providing Pantheon's Services • Marketing and Promotion • Services Communications • Improvements • Billing Coordination • Data Management • Recruitment
Protected classification characteristics under California or federal law	Age (40 years or older), national origin, citizenship, marital status, medical condition, racial or ethnic origin, medical or health information, sex (including gender, gender identity, gender expression),	<ul style="list-style-type: none"> • Applicant 	<ul style="list-style-type: none"> • Third party Services • Service Providers • Group Companies • Potential acquirers of Pantheon's business • Law Enforcement • Consent 	<ul style="list-style-type: none"> • Recruitment

	sexual orientation, veteran or military status			
Commercial information	Records of products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	<ul style="list-style-type: none"> • Registration and Billing Information • Log Data and Activity Tracking • User Data in Services • Services Communication 	<ul style="list-style-type: none"> • Credit Card Processing • Third party Services • Service Providers • Group Companies • Potential acquirers of Pantheon's business • Law Enforcement • Consent 	<ul style="list-style-type: none"> • Providing Pantheon's Services • Marketing and Promotion • Services Communications • Improvements • Billing Coordination • Data Management
Internet or other similar network activity	Browsing history, search history, information on a user or visitor's interaction with a website, application, or advertisement	<ul style="list-style-type: none"> • Log Data and Activity Tracking • Cookies • User Data in Services 	<ul style="list-style-type: none"> • Third party Services • Service Providers • Group Companies • Potential acquirers of Pantheon's business • Law Enforcement 	<ul style="list-style-type: none"> • Providing Pantheon's Services • Marketing and Promotion • Services Communications • Improvements • Billing Coordination • Data Management
Geolocation data	Physical location or movements	<ul style="list-style-type: none"> • Log Data and Activity Tracking 	<ul style="list-style-type: none"> • Third party Services • Service Providers • Group Companies • Potential acquirers of Pantheon's business • Law Enforcement 	<ul style="list-style-type: none"> • Providing Pantheon's Services • Improvements • Billing Coordination • Data Management
Professional or employment-related information	Type of employment the applicant may be looking for, current and/or desired salary and other terms related to compensation and benefits packages, willingness to relocate, or other job preferences, details of how the applicant heard about the job opening, or current or past job history	<ul style="list-style-type: none"> • Applicant 	<ul style="list-style-type: none"> • Third party Services • Service Providers • Group Companies • Potential acquirers of Pantheon's business • Law Enforcement • Consent 	<ul style="list-style-type: none"> • Recruitment

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 to be 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 GDPR 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 GDPR, unless Pantheon was not responsible for the event giving rise to any alleged damage.