



POLARIS PRIVACY NOTICE

Table of Contents

POLARIS PRIVACY NOTICE	1
About Polaris Infosec	3
Polaris' Commitment	3
Definitions	3
Information Collected	3
Information Use	4
Data Aggregation	4
Data Security, Integrity & Retention	4
Information Sharing.....	5
Compliance with Law Enforcement.....	5
Notification of Changes	5



About Polaris Infosec

Polaris Infosec Pte. Ltd. ('Polaris') is a web security solutions company that is headquartered in Singapore. We provide solutions to secure our customers' websites, web applications and other online assets. Through our web security platform, our customers are protected from malicious bots and other common threats to online platforms. You can find more information about our products and services at www.polarisec.com.

Polaris' Commitment

We place a great emphasis on establishing trust with our customers, users and the global internet community. To that extent, in order to gain and maintain trust, Polaris is committed to providing security and protecting the privacy of data gathered through our systems.

Polaris puts emphasis on the privacy of your information, and we take steps to ensure that your information is not sold to anyone. We will also not share your information with third parties except as described in this Policy without first providing you notice and an opportunity to consent.

Definitions

"Polaris", "Us", "Our" and "We" as used in this Notice refer to all the employees and contractors within Polaris Infosec unless specifically mentioned otherwise.

"Customers" refer to the entities who we have contracted with to provide the Service to, as well as their employees, contractors or other members.

"User" refers to those who have registered and are involved in the maintenance and security of their online assets via polarisec.io and polarisec.com.

"Visitors" refer to those who visit customer websites under Polaris protection.

"Polaris Visitor" refer to persons who visit the official websites maintained by Polaris.

Information Collected

Polaris gathers information to help manage our relationship with you better. The following are the types of information collected according to the type of user:

Polaris Visitors

- **Contact Information:** When a Polaris Visitor fills up a form on the website, details such as name and email address are collected. We will also ask seek consent from Polaris Visitors to receive email communications from us.
- **Log Files:** When a Polaris Visitor visits our websites, we gather information such as IP addresses, system configuration based on what your browser collects, URLs of referring pages and locale preferences.

Customers & Users:

- **Account Information:** When customers or users sign up for an account to access Polaris resources, contact information is collected and stored. This includes names and email addresses to contact them regarding payment matters or security issues regarding their websites. In addition, during their use of Polaris, we will also collect information regarding how they configure and personalize Polaris for their websites. We also maintain logs of user activity for accountability purposes.

- **Payment Information:** When you sign up for a paid subscription with us, customers must provide us with payment and billing information. The exact information collected will depend on the type of payment method chosen.

Visitors:

- **Log Data:** Information gathered when visiting our customers' domains, websites, API, applications, end points and networks. This information is processed to ensure the security of our customers' website as per our contract with them. This would include IP addresses, system configuration information which the browser gathers, and other information from the traffic between the website and the visitor.

In addition to the above specified types of information, Polaris also stores network activity collected in the course of protecting Clients' websites – otherwise referred to as Operational Information. This includes availability matrices, error rates, cache rates, IP threat scores and request volumes.

Information Use

Information gathered, processed and stored by Polaris is used in a manner that is relevant to the purpose for which it was collected for. Generally, we may use the information collected for the following reasons:

- To allow you access to our websites and services
- To process and complete transactions related to your subscription of Polaris
- To protect our customers' online assets by analysing log data to ensure that suspicious users are not allowed access to their web assets
- To send information related to customer web assets, such as technical notices, security alerts, updates as well as message notifications
- To send commercial information, in accordance with your preferences, such as information about our products and services, newsletters, offers, promotions etc.
- To prepare reports and compile statistics to improve the security posture of your web assets; any information used for these purposes would be anonymized as much as possible
- To comply with legal obligations and to investigate and prevent transactions which appear to be fraudulent, unauthorized access to Polaris resources or other illegal activities
- For marketing, advertising and promotional purposes to the extent that your consent is not required

Data Aggregation

Group8 may aggregate information collected about our Customers, Users and Visitors, including Log Data as mentioned previously. This can be used for statistics and general marketing purposes. This data may be shared with third parties after all Personally Identifiable Information (PII) has been removed.

Data Security, Integrity & Retention

We take reasonable steps to ensure that all information collected is protected against loss, misuse, unauthorized access, destruction, disclosure and/or alteration. This is done through physical, technical and administrative policies to ensure the safety of the information collected. Personal data will be maintained only as necessary to satisfy the reasons for which it was collected. If you have any questions about your personal information, feel free to contact us at support@polarisec.com.

Information Sharing

Polaris works hand in hand with other companies who help run our services and maintain our products. These companies provide services which help maintain our network infrastructure, process payments, provide technical support and improve the general quality of our services. These service providers comply with our Privacy Policy and other regulations in Singapore to protect your information.

More specifically, we do not allow them to sell any information gathered to third parties, or to use them for marketing purposes or any other purposes apart from what is used in the services they are contracted to provide us.

Apart from our service providers, we also share your information:

- With our resellers and other partners who help us distribute Polaris
- With app developers, when installing our application from the Marketplace
- In the event of a merger, sale, change in control or reorganization of our business
- When responding to requests from law enforcement, subpoenas or court orders
- When it is necessary to investigate, prevent, or take action regarding suspected illegal activity, fraud, violations of our Terms of Service or as otherwise required to by our legal obligations
- Where you consent to your information being shared

Compliance with Law Enforcement

Polaris co-operates with governments and law enforcement officials to enforce and comply with the law. We may disclose personal information to officials under our own discretion to: respond to claims or for legal processes; to protect our property and rights; for the safety of the general public; to prevent illegal or unethical activities; or to comply with the law.

Notification of Changes

Any changes made to this policy which would impact the privacy of your information would be conveyed to you at the earliest convenience and an updated policy will be posted on our website noting the version of the latest policy and when changes were made last.