

Painless Security Privacy Policy

Last Updated: July 25, 2025

1 Overview

Painless Security, LLC (“Painless Security”, “we”, “us”, “our”) values the privacy of individuals. This Privacy Policy describes the data we collect, why we collect it, and how we use it in our products and services. By using our products and services, you agree that you have read this Privacy Policy and accept the practices it describes.

Customers evaluating our products or services for future purchase are consenting to our privacy and data management policies as described in this Privacy Policy, unless otherwise stipulated by contract.

We recognize the importance of protecting the privacy of personal data or personally identifiable information, being information which relates to an identifiable individual (“Personal Data”). We respect the rights of such individuals whose Personal Data we process and are committed to protecting your privacy.

2 Definitions

“Painless Security”, “we”, “us”, “our” – Painless Security, LLC, a Massachusetts corporation registered at 4 High St, Suite 206, North Andover, MA 01845.

“End User”, “You” or “Your” - Any individual with personal data shared with Painless Security.

“Painless Security Customer”, “Customer” – an organization that has contracted with Painless Security or one of Resellers to use our products or services on your behalf.

“Painless Security Reseller”, “Reseller”: – an organization that resells Painless Security products or services to Customers.

“Personal Data” - Personally identifiable information (PII) being information which relates to an identifiable individual provided by you to Painless Security or to a Customer and processed by Painless Security.

3 Changes to this policy

Painless Security reserves the right, in our sole discretion, to modify, alter or update our Privacy Policy at any time. Such modifications, alterations, and updates shall be effective immediately upon posting and we will update the "Last Updated" date at the top of this Privacy Policy

accordingly. Painless Security Resellers and Customers will be notified in advance regarding any substantive changes to this policy.

4 Types of information collected

4.1 Personal data

Painless Security's products and services require basic Personal Data such as names or email addresses to function properly. This Personal Data may include additional pieces of data called identifiers which are generally not visible to you but can be used to uniquely identify you.

Painless Security aims to collect and store the least amount of Personal Data necessary to deliver our products and services. The reasons for Painless Security processing your Personal Data are both to fulfill the contractual and legal requirements to deliver our products and services, and to meet Painless Security's legitimate interests.

4.2 Non-personal data

We may collect information about you or your use of our products and services, including sales data, traffic data and related information. We may also collect anonymized information that helps us improve our products and services, or to be used for analysis purposes. As Non-Personal Data does not personally identify you, we may use it for any purpose.

5 Logging personal data

All Painless Security products have a transaction logging component. The logs may record Personal Data collected for the Painless Security product or service along with other information, such as your IP address, the time of the transaction, and which products or services you were attempting to use. Logs are retained as outlined in the "Data Retention" section below.

6 Cookies

To deliver Painless Security products and services, we may make use of both persistent cookies (which are retained for a predefined period) and session cookies (which disappear when you log out). The individual cookies are unique to the web browser you are using. This uniqueness is important to the operation of Painless Security products and is the reason why we use them.

Painless Security may also make use of third-party cookies for some monitoring and marketing purposes.

7 Use of personal data

Painless Security uses Personal Data for our products and services to function properly. To accomplish this, we process requests, complete transactions, deliver notices, fulfill requests, monitor access, aggregate metrics, report on activity, or perform other information processing in any other way appropriate to ensure you are successfully able to use Painless Security products and services, and to meet the contractual agreements with Our Customers.

Painless Security may use or aggregate any of the data we collect to understand usage. We do this to improve the Services we provide to you and our Customers, as well as to develop new solutions for future release. Any Personal Data used in this way will be summarized using methods that protect privacy in accordance with customer contractual agreements and applicable laws.

8 Disclosure of data

We may disclose your Personal Data within Painless Security, to our agents and contractors, to the Reseller or Customer associated with the user, to professional advisers, and to such other third parties as may reasonably be required in connection with the purposes referred to in this Privacy Policy, such as operating our website, conducting our business, or servicing you. We take responsibility for our third-party suppliers who process your Personal Data on our behalf and require them to have in place appropriate technical and organizational measures to protect your Personal Data.

The Painless Security Customer through whom you use Painless Security's products and services will have direct access to your Personal Data and the service shall be provided to you by us on their behalf, under their control and at their instruction.

Painless Security Resellers will also have access to Personal Information related to their Customers, as needed to sell and properly support the customers. See the Resellers privacy policy for details of how they will collect, store or use your data.

We reserve the right to disclose any and all pertinent information to law enforcement or other governmental officials as we, in our sole discretion acting in good faith, believe necessary or appropriate.

9 Change of ownership

We may disclose or transfer Your Personal Data and the data of our Resellers and Customers in connection with an acquisition, merger, or sale of all or a substantial portion of our business or the ownership of our products or services, with or to another company. In such an event, Customers will receive notice if Personal Data is transferred and becomes subject to a substantially different privacy policy.

10 Security

Painless Security follows generally accepted industry standards to protect your Personal Data and the data of our Customers. We deploy our products and services in an environment that implements commercially reasonable administrative, physical, and technical safeguards for protection of the security, confidentiality, integrity, and privacy of Personal Data.

Those safeguards will include commercially reasonable measures to prevent unauthorized use, access, processing, destruction, loss, alteration, or disclosure of both your Personal Data and any Customer or Reseller data. Examples but not a full list of those safeguards include: virtual private networks, encryption of data, and multiple layers of access control.

While we take security very seriously, we recognize any technology or process will contain flaws. We practice a defense in depth strategy in an effort to manage this reality. However, if you believe your Personal Data has been compromised, or you have questions about our security practices, please contact us.

11 Data transfer

Painless Security is based in the United States (US). This means that in addition to hosting services for our Customers and Resellers in their locations, Painless Security may process and store your Personal Data on our own equipment or using service providers in the US. The US may not have the same data protections as the jurisdiction in which you are currently using Painless Security products or services. If you choose to use Painless Security Services from other regions of the world where data protection laws differ from current US law, understand that, unless explicit exceptions are granted via contract, you may be transferring Personal Data outside of those regions to the US for storage and processing according to the Painless Security Order Form and this Privacy Policy.

12 Data retention

Our processing and storage of your Personal Data is guided by the contracts with Painless Security Customers to use Painless Security products and services. In general, Personal Data is retained as follows:

Services that require the storage retain data for the duration of the contract with the Customer. Painless Security will delete your Personal Data and/or the data of the Customer upon the request of the Customer, or ninety (90) calendar days after the contract with the Customer terminates. The Customer has thirty (30) calendar days from the effective termination date of the Customer's Service contract with Painless Security to request Painless Security to make data controlled by the Customer (including Your Personal Data) available for download by the Customer. After the 30-day availability period, Painless Security will have no obligation to maintain or provide access to Customer data or your Personal Data. Thereafter, Painless

Security will delete the operational data from Painless Security systems or otherwise in Painless Security's possession or control within 90 days, unless legally or contractually prohibited from doing so.

Transaction logs and system backups that may contain your Personal Data or the data of the Customer or Reseller will be retained for one year and then deleted or aggregated in a way that anonymizes Personal Data.

13 Children's privacy

Painless Security, directly or through our Resellers or Customers, does not knowingly collect any Personal Data from children under 13 years of age without the consent of a parent or guardian. If you become aware that your child or any child under your care has provided us with Personal Data without your consent, please contact us as indicated in the "Contacting us" section. We may direct Your inquiry to the appropriate Painless Security Customer for further assistance.

14 Sharing, updating or delivering information

You may choose to not share certain Personal Data with Painless Security, in which case we may not be able to provide products and services that allow you access to Customer networks or applications.

You and our Customers may update or correct information provided to Painless Security by contacting us.

You and our Customers may request that we delete information provided to Painless Security by contacting us. If we delete your information, our Customers or Painless Security may no longer be able to provide some services to you.

15 Contacting us

Questions, concerns, or complaints regarding this Privacy Policy, your Personal Data, our use and disclosure practices, or your consent choices should first be directed to the Customer through whom you are using our products or services. Please see their website and privacy policy for contact details. Please feel free to copy any such contact to us using the Contact details below.

If you would like to contact us, please email support@painless-security.com. Painless Security may direct your inquiry to the appropriate Painless Security Reseller or Customer for further assistance. Questions or concerns about security issues should be directed to security@painless-security.com.

