



Website Privacy Policy

CafeX Communications Inc. and its affiliates value your privacy. This Policy explains when and why we collect personal information about people who use the CafeX websites and how we use it, the conditions under which we may disclose it to others and how we keep it secure. It also describes the choices available to you regarding the use of, your access to, and how to update and correct your personal information.

We may change this Privacy Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our websites, you are agreeing to be bound by this Privacy Policy. If you would like to be actively informed of any changes to this policy, please contact complaine@cafex.com.

Any questions regarding this Privacy Policy and our privacy practises should be sent by email to complaine@cafex.com or by writing to CafeX Communications Inc., 1460 Broadway, Suite 9054, New York, NY 10036, USA, Attn: Information Security and Compliance Officer.

This Privacy Policy does not apply to our hosted service Challo. The privacy policy for the CafeX service Challo can be found at <https://challo.to/privacy>

Who are we?

CafeX creates software that makes it amazingly simple for people to collaborate in ways that work best for them.

In this policy "CafeX", 'we', 'us' or 'our' means;

CafeX Communications Inc., 1460 Broadway, Suite 9054, New York, NY 10036, USA

How do we collect information from you?

We obtain information about you when you use our websites, for example, when you sign up to our services or fill in forms on our websites.

Use of Cookies

We may use cookies and other identification technologies for record keeping purposes and to enhance your experience, if you choose to visit our websites.

Our websites, apps and Services may use the following types of cookies:



Strictly Necessary Cookies – these cookies are essential to enable you to browse our websites, apps and Services and use the available features.

Performance Cookies – these cookies collect information about how you use our websites, apps and Services. For instance, these cookies track which pages you visit most. This data may be used to help optimize our websites, apps and Services and make it easier for you to navigate within them. These cookies do not collect information that identifies you; all information is aggregated and anonymous.

Functionality Cookies – these cookies allow our websites, apps and Services to remember choices you make while browsing, such as geographic location and preferences such as text size and fonts. The information collected by these cookies will not personally identify you.

You have a variety of tools to control cookies, including browser controls to block and delete cookies. If you select browser settings that refuse cookies, you may not be able to obtain all or any of the Services intended.

How is your information used?

We use the information that we collect about you or that you provide to us, including any personal information, for the following purposes:

- to present our websites and their contents to you;
- To process orders that you have submitted;
- to provide you with information, products or services that you request from us;
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- to provide general information about, or notify you about changes to, our products and services;
- to allow you to participate in interactive features on our websites;
- to provide information specified by court or other legally binding order to the appropriate legal authorities;
- in any other way we may describe when you provide the information; and
- for any other purpose with your permission.

How do we share your information?

We will not sell or rent your personal information to third parties, and we will not share your personal information with third parties for marketing purposes.



We share your personal information with your consent or as necessary to complete any transaction or provide the service you have requested or authorized. We also share data (i) with our subsidiary, (ii) with vendors working on our behalf, such as third party service providers (for example, data storage by Microsoft Azure or Amazon Web Services) who assist us in making our websites and services available, (iii) when required by law or to respond to legal process, (iv) to protect our customers, (v) to maintain the security of our products and services, and (vi) to protect our rights and property.

Third Party Processors.

A full list of Sub-processors and Subcontractors can be found at cafex.to/processors

If you are a Customer and have any questions on these partnerships, please contact your CafeX account manager.

How long do we retain your information?

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example, to comply with obligations relating to invoicing and taxes). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is specified in any relevant contract between you and us.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it, or, if this is not reasonably possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information on hardened servers that are hosted on highly secure data centres, and isolate it from any further processing until deletion is possible.

Your choices.

We will not contact you for marketing purposes by email or phone except (i) as necessary to enter into a contract or fulfil our obligations under a contract, (ii) with your permission, or (iii) for legitimate purposes permitted by applicable law. We will provide an unsubscribe option on all marketing emails you receive from us. You may also contact us at compliance@cafex.com to unsubscribe or if you have any other questions or concerns regarding your receipt of marketing materials from us.

Accessing and correcting your information.



You may contact us at compliance@cafex.com with any request to access, correct or delete any personal information that you have provided to us. We make good faith efforts to honour reasonable requests to access, correct or delete your personal information. We may not accommodate a request to remove personal information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Data Security.

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration and disclosure. All information you provide to us is stored on our secure, hardened servers that are hosted on highly secure data centers. Access to this data is protected by multiple layers of controls, including firewalls, authentication mechanisms and monitoring.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our websites, you are responsible for keeping this password confidential.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our websites. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on our websites.

Children's Privacy.

We encourage parents and guardians to take an active role in their children's online activities. We do not knowingly collect personal information from children without appropriate parental or guardian consent. If you believe that we may have collected personal information from someone under the applicable age of consent in your country without proper consent, please contact us at compliance@cafex.com and we will take appropriate measures to investigate and address the issue promptly.

Consent to transfer, process and storing of personal information.

As CafeX is a global organization, we may transfer your personal information to CafeX in the United States, to our subsidiary in the United Kingdom, or to third



parties and business partners as described above that are located in various countries around the world. By using our websites or providing any personal information to us, where applicable law permits, you consent to the transfer, processing, and storage of such information outside of your country of residence where data protection standards may be different.

Last modified - Neil Ellis - 2022-02-08