

Privacy Policy

Entanet International Limited (“Entanet,” “we,” “us,” “our,” or the “Company”) is committed to protecting the privacy of individuals who visit our Web sites (“Visitors”), individuals who register to use the Services as defined below (“Customers”), and individuals who register to attend the Company’s corporate events (“Attendees”). This Privacy Statement describes Entanet’s privacy practices in relation to the use of our Web sites and the related applications and services offered by us (collectively, the “Services”), as well as individuals’ choices regarding use, access and correction of personal information.

1. Web sites covered

This Privacy Statement covers the information practices, including how we collect, use, share and secure the personal information you provide, of Web sites that link to this Privacy Statement (collectively referred to as “Entanet’s Web sites” or “the Company’s Web sites”).

www.entanet.net

www.myuserportal.co.uk

ebilling.entanet.net and synergientanet.net

The copyright in all material on these sites is vested in Entanet International Limited. You may not copy any part of this site or do any other act in relation to any part of this site which is prohibited by copyright.

The contents of these sites are for general information purposes only. Whilst we endeavour to ensure that the information on these sites is correct, no warranty, expressed or implied, is given as to its accuracy and we do not accept any liability for error or omission.

Nothing on these sites constitutes specific technical advice. Some of the material on this site may have been prepared some time ago. Specialist advice should be taken in relation to specific circumstances.

Entanet’s Web sites may contain links to other Web sites. The information practices or the content of such other Web sites is governed by the privacy statements of such other Web sites. The Company encourages you to review the privacy statements of other Web sites to understand their information practices.

2. Information collected

When expressing an interest in obtaining additional information about the Services, or registering to use the Web sites or other Services, or registering for an event, Entanet requires you to provide us with personal contact information, such as name, company name, address, phone number, and email address (“Required Contact Information”). When purchasing the Services or registering for an event, Entanet may also require you to provide us with financial qualification and billing information, such as billing name and address, credit card number, and the number of employees within the

organization that will be using the Services (“Billing Information”). Entanet may also ask you to provide additional information, such as company annual revenues, number of employees, or industry (“Optional Information”). When Visitors apply for a job with us, Entanet may also require you to submit additional personal information as well as a resume or curriculum vitae (“Applicant Information”). Required Contact Information, Billing Information, Applicant Information, Optional Information and any other information you submit to Entanet to or through the Services are referred to collectively as “Data.”

As you navigate the Company’s Web sites, Entanet may also collect information through the use of commonly-used information-gathering tools, such as cookies (“Web Site Navigational Information”). Web Site Navigational Information includes standard information from your Web browser (such as browser type and browser language), your Internet Protocol (“IP”) address, and the actions you take on the Company’s Web sites (such as the Web pages viewed and the links clicked). For additional information about the collection of Web Site Navigational Information by Entanet and others, please see “4. Web Site Navigational Information” below.

3. Use of information collected

The Company uses Data about Entanet Customers to provide the services requested. For example, if you fill out a “Contact Me” Web form, the Company will use the information provided to contact you about your interest in the Services.

Since we are a channel business, if you - as a potential end user of our services - fill out a “Contact Me” Web form, we may share this information with selected channel partners of ours so that they can contact you to provide a quotation for services.

If you contact our support teams we keep a record of your communication to help solve any issues you might be facing.

The Company may also use Data about Entanet Attendees to plan and host corporate events, host online forums and social networks in which event Attendees may participate, and to populate online profiles for Attendees on the Company’s Web sites.

The Company may also use Data about Entanet Customers and Attendees for marketing purposes. For example, the Company may use information you provide to contact you to further discuss your interest in the Services and to send you information regarding the Company, such as information about promotions or events.

Entanet may also receive information about Customers and Attendees from other sources, including third parties from whom we have purchased data, and combine this information with Data we already have about you. This helps us to update, expand and analyse our records and identify new customers.

Entanet uses credit card information solely to check the financial qualifications and collect payment from prospective Customers and Attendees.

Entanet uses Web Site Navigational Information to operate and improve the Company’s Web sites. The Company may also use Web Site Navigational Information alone or in combination with Data



about Entanet Customers and Data about Entanet Attendees to provide personalized information about the Company.

4. Web Site Navigational Information

Cookies and IP Addresses

Entanet uses commonly-used information-gathering tools, such as cookies, to collect information as you navigate the Company's Web sites ("Web Site Navigational Information"). As described more fully below, we use these cookies or similar technologies to analyse trends, administer Web sites and Services, track users' movements around our Web sites and Services, and gather demographic information about our user base as a whole. This section describes the types of Web Site Navigational Information used on the Company's Web sites and Services, and how this information may be used.

Cookies

Entanet uses cookies to make interactions with the Company's Web sites easy and meaningful. When you visit one of the Company's Web sites, Entanet's servers send a cookie to your computer. Standing alone, cookies do not personally identify you; they merely recognize your Web browser. Unless you choose to identify yourself to Entanet, either by responding to a promotional offer, opening an account, or filling out a Web form (such as a "Contact Me" form), you remain anonymous to the Company.

Entanet uses cookies that are session-based and persistent-based. Session cookies exist only during one session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you close your browser or turn off your computer. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our Web sites or Services.

The following sets out how Entanet.com uses different categories of cookies and your options for managing cookies' settings:

Required cookies

Required cookies enable you to navigate the Company's Web sites and use its features, such as accessing secure areas of the Web sites and using Entanet Services.

If you have chosen to identify yourself to Entanet, the Company may place on your browser cookies containing an encrypted, unique identifier. These cookies allow the Company to uniquely identify you when you are logged into the Web sites and Services and to process your online transactions and requests.

Because required cookies are essential to operate the Company's Web sites and the Services, there is no option to opt out of these cookies.

Cookie: Session ID

Name: PHPSESSID

Purpose: This cookie is used by our online enquiry forms. It is set only for those making an enquiry. A random ID is stored within a cookie on the visitor's device and then deleted when the visitor closes their browser.

Performance cookies

These cookies collect information about how Visitors use our Web sites and Services, including which pages visitors go to most often and if they receive error messages from certain pages. It is only used to improve how the Company's Web sites and Services function and perform.

From time-to-time, Entanet engages third parties to track and analyse usage and volume statistical information from individuals who visit the Company's Web sites and Services, and to track the performance of the Company's advertisements. Entanet and its third-party partners may also utilize HTML5 local storage or Flash cookies for these purposes. Flash cookies and HTML local storage are different from browser cookies because of the amount of, type of, and how data is stored.

Cookie: Google Analytics

Name: _utma, _utmb, _utmc, _utmz

Purpose: These cookies are used to store information about how visitors use our site. We use this information to help improve our site. The cookies collect information in an anonymous form including the number of visitors to the site, when the visits took place, what pages were visited and which site they were referred from. Learn more about this cookie by visiting Google's overview

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

Cookie: Twitter - Embedded Timeline

Name: guest_id, _twitter_sess

Purpose: This is a third party cookie taken from <http://dev.twitter.com>. We have opted out of 'tailoring twitter' to help prevent your personal information from being used. To find out more, please refer to Twitter's Privacy Policy

Cookie: Pardot

Name: pardot, visitor_id

Purpose: These cookies are used to store information about how visitors use our site and to gather requests from the forms on our website. We use the information to compile reports and to help us improve our site. The cookies also help us to customize our marketing efforts through various media and formats.

Tracking

Tracking cookies allow the Company's Web sites and Services to remember information you have entered or choices you make (such as your username, language, or your region) and provide enhanced, more personal features. These cookies also enable you to optimize your use of Entanet's Web sites and Services after logging in. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customize.

Cookie: AddThis

Name: ssh, sshs, ssc

Purpose: This is a third party cookie from <http://www.addthis.com> and is used to allow visitors to share our online content to social media sites.

We have put preventative measures in place to stop AddThis from setting cookies until you click on the social buttons.

For further information on the privacy policy of AddThis, please refer to their website:
<http://www.addthis.com/privacy>

Cookie: Wistia

Name: __distillery

Purpose: This is a third party cookie from Wistia and is used to resume video playback if interrupted

Name: __hssc, __hsrc, __hstc, hsfirstvisit, hubspotutk

Purpose: Hubspot cookies implemented by Wistia, to gather information about user interaction with Wistia video content

Name: _ga, __utmz, __utma

Purpose: Google Analytics cookies created by Wista to gather information regarding user interaction for video content.

Name: __qca

Purpose: Quantcast cookie created by Wistia to allow reporting and anonymous data collection.

Name: __simplex

Purpose: Cookie by Wistia for storing user's referrer and landing paged details.

Name: __optimizelyBuckets, optimizelyEndUserId, optimizelySegments

Purpose: Cookies created by Optimizely A/B testing service.

[How do I turn cookies off?](#)

All modern browsers provide the facility to change your cookie settings. These settings are typically found in the 'options' or 'preferences' menu of your chosen browser. Please find below a list of links that will provide help in changing your cookie settings.

[Cookie settings for Internet Explorer](#)

[Cookie settings for Firefox](#)

[Cookie settings for Chrome](#)

[Cookie settings for Safari](#)

Log Files, IP Addresses, URLs and Other Data

As is the case with most Web sites, we gather certain information automatically to analyse trends in the aggregate and administer our Web sites and Services. This information may include your Internet Protocol (IP) address (or the proxy server you use to access the World Wide Web), device and application identification numbers, your location, your browser type, your Internet service provider and/or mobile carrier, the pages and files you viewed, your searches, your operating system and system configuration information, and date/time stamps associated with your usage.

Due to Internet communications standards, when you visit or use the Company's Websites and Services, we automatically receive the URL of the website from which you came and the website to which you go when you leave our Website. This information is used to analyse overall trends, to help us improve our Websites and Services, to track and aggregate non-personal information, and to provide the Websites and Services. For example, Entanet uses IP addresses to monitor the regions from which Customers and Visitors navigate the Company's Web sites.

When you use our services, we automatically collect and store certain information in server logs. This includes, for telephony services, information such as your phone number, calling-party number, forwarding numbers, time and date of calls, duration of calls, SMS routing information and types of calls, and for connectivity services Internet protocol addresses.

Do Not Track

Currently, various browsers — including Internet Explorer, Firefox, and Safari — offer a “do not track” or “DNT” option that relies on a technology known as a DNT header, which sends a signal to Web sites' visited by the user about the user's browser DNT preference setting. Entanet does not currently commit to responding to browsers' DNT signals with respect to the Company's Web sites, in part, because no common industry standard for DNT has been adopted by industry groups, technology companies or regulators, including no consistent standard of interpreting user intent. Entanet takes privacy and meaningful choice seriously and will make efforts to continue to monitor developments around DNT browser technology and the implementation of a standard.

5. Public forums, refer a contact, and customer testimonials

Entanet may provide bulletin boards, blogs, or chat rooms on the Company's Web sites. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used to send you unsolicited messages. Entanet is not responsible for the personal information you choose to submit in these forums.

Entanet posts a list of Customers and testimonials on the Company's Web sites that contain information such as Customer names and titles. Entanet obtains the consent of each Customer prior to posting any information on such a list or posting testimonials.

6. Sharing of information collected

Service Providers

Entanet may share Data about Entanet Visitors, Customers and Attendees with the Company's contracted service providers so that these service providers can provide services on our behalf. These service providers are authorized to use your personal information only as necessary to provide the requested services to us. Entanet does not share, sell, rent, or trade any information with third parties for their promotional purposes.

Third Parties

Section 4 of this Privacy Statement, Web Site Navigational Information, specifically addresses the information we or third parties collect through cookies, and how you can control cookies through your Web browsers. We may also disclose your personal information to any third party with your prior consent.

Billing

Entanet 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 the Company's behalf.

Legal Reasons

Entanet reserves the right to use or disclose information provided if required by law or if the Company reasonably believes that use or disclosure is necessary to protect the Company's rights and/or to comply with a judicial proceeding, court order, or legal process.

7. International transfer of information collected

The Company primarily stores Data about Entanet Customers and Data about Entanet Attendees in the United Kingdom. To facilitate Entanet's operations, the Company may transfer and access such information from around the world. This Privacy Statement shall apply even if Entanet transfers Data about Entanet Customers or Data about Entanet Attendees to other countries.

8. Communications preferences

Entanet offers Visitors, Customers, and Attendees who provide contact information a means to choose how the Company uses the information provided. You may manage your receipt of marketing and non-transactional communications by clicking on the "unsubscribe" link located on the bottom of the Company's marketing emails. Additionally, you may unsubscribe by contacting us using the information in the "Contacting Us" section below.

9. Correcting and updating your information

Entanet may retain your information for a period of time consistent with the original purpose of collection. For instance, we may retain your information during the time in which you have an account to use our Web sites or Services and for a reasonable period of time afterward. We also may retain your information during the period of time needed for Entanet to pursue our legitimate business interests, conduct audits, comply with our legal obligations, resolve disputes and enforce our agreements.

You may request to review, correct, delete or otherwise modify any of the personal information that you have previously provided to us through the Company's Web sites and Services. If you have registered for an account with Entanet, you may generally update your user settings, profile, organization's settings or event registration by logging into the applicable Website or Service with your username and password and editing your settings or profile. To update your billing information, discontinue your account, and/or request return or deletion of Your Data associated with your account, please contact your account representative or the customer service team. For other requests to access, correct, modify or delete Your Data, please review the "Contacting Us" section below. Requests to access, change, or delete your information will be addressed within a reasonable timeframe. If you are an employee of a Entanet customer, you may also wish to contact your company's system administrator for assistance in correcting or updating your information.

10. Customer Data

Entanet's Customers may electronically submit data or information to the Services for hosting and processing purposes ("Customer Data"). Entanet will not review, share, distribute, or reference any such Customer Data except as required by law. Entanet may access Customer Data only for the purpose of providing the Services or preventing or addressing service or technical problems or as may be required by law.

Entanet acknowledges that you have the right to access your personal information. If personal information pertaining to you as an individual has been submitted to us by one of Entanet's reseller Partners and you wish to exercise any rights you may have to access, correct, amend, or delete such data, please inquire with our reseller Partner directly. Because Entanet personnel have limited ability to access data our customers submit to our Services, if you wish to make your request directly to Entanet, please provide the name of the Entanet reseller Partner who submitted your data to our Services. We will refer your request to that reseller Partner, and will support them as needed in responding to your request within a reasonable timeframe.

11. Security

Entanet uses robust security measures to protect Entanet Customers and Entanet Attendees from unauthorised access to or unauthorised alteration, disclosure or destruction of Data that we hold. In particular:

- We encrypt many of our sites using SSL.
- Some services offer two-step verification.
- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to systems.
- We restrict access to personal information to employees, contractors and agents who need to know that information in order to process it for us and who are subject to strict contractual confidentiality obligations. They may be disciplined or their contract terminated if they fail to meet these obligations.

12. Visiting our premises in person

When you sign in we will process your personal data for the purpose of site security and fire safety. The legal basis for this processing is that it is necessary for compliance with a legal obligation to which we are subject.

We will store personal data relating to your visit for 12 months, or longer if required in relation to a legal claim.

We will share your personal data with other third parties only to the extent that the disclosure is reasonably necessary for the purposes of investigating incidents occurring on our premises.

We intend to transfer your personal data to a recipient in a country outside the EEA, namely the United States of America. The European Commission has decided that transfers to the United States will be protected by appropriate safeguards, namely the EU-U.S. Privacy Shield Framework.

When accessing our data centres we will hold Photo ID for the duration of your visit.

Our data centres may be protected by fingerprint ID. The finger image is never stored nor distributed; rather, it is converted into a mathematical description, called a 'fingerprint template', encrypted using the Blowfish algorithm. The local database in which these templates are stored is AES encrypted.

13. Changes to this Privacy Statement

Entanet reserves the right to change this Privacy Statement. Entanet will provide notification of the material changes to this Privacy Statement through the Company's Web sites at least thirty (30) business days prior to the change taking effect.

14. Contacting us

Questions regarding this Privacy Statement or the information practices of the Company's Web sites and Services should be directed to Customer Services in the first instance by emailing cs@enta.net or telephoning 0330 100 0330.