



PRIVACY POLICY

Noventum Service Management Consultants (“Noventum” or “we”) understands that your privacy is important to you. Noventum is committed to protecting the privacy of your personally-identifiable information as you use this Site. The scope of Noventum’s commitment is described in this Privacy Policy. By submitting information, you agree to Noventum’s use of such information as described herein. Please see our terms of use for more information about our on-line terms and policies in general.

1. What personally-identifiable information is collected?

Noventum collects personally-identifiable information on certain areas of the Site when users register, request publications or other information, sign up for conferences and events, apply for jobs, and participate in user posting areas (such as bulletin boards, discussion forums, and surveys). The personally-identifiable information collected may consist of information that you provide, such as your name, mailing address, e-mail address, telephone number, and fax number. For recruiting purposes, the information collected may include any other personally-identifiable information that you include on your resume. In addition, Noventum collects certain information that you do not visibly enter, such as your IP address, browsing pattern on the Site, click stream data, HTTP protocol elements, and the status of cookies placed on your computer by Noventum.

2. How may Noventum use my personally-identifiable information?

Noventum uses your personally-identifiable information to fulfil your requests for information, to process your requests to participate in conferences and events, to evaluate any job applications or other employment-related inquiries that you may submit, and for other purposes you may initiate or request. We may keep any of your personally-identifiable information on file and use it to contact you for recruiting purposes. Noventum also uses personally-identifiable information to perform standard statistical analyses of user behaviour in order to measure interest in specific topics posted on our Site. Noventum uses personally-identifiable information collected from cookies and IP addresses as described below.

3. How are cookies used?

A cookie is an element of data that a Web site can send to your browser, which may then be stored on your system. You can set your browser to notify you when you receive a cookie, allowing you to accept it or to decline it by turning cookies off in your web browser. If you accept a cookie from our Site, you will be permitted access to certain pages of the Site without having to log in again each time you visit.

Noventum uses cookies to identify you and your interests and to track your use of the Site. We also use cookies to control access to certain content on our Site and to process any subscription requests that you make with us. To administer our Web site and for research purposes, Noventum has also contracted with third parties to track and analyse anonymous usage and volume statistical information from our visitors and members. Such information is shared externally only on an anonymous, aggregated basis.



These third parties use persistent cookies to help us improve visitor experience, manage our site content, and track visitor behaviour.

Noventum has also contracted with a third party to send e-mails to our registered members. To help measure and improve the effectiveness of our e-mail communications, the third party sets cookies. All data collected by this third party on behalf of Noventum is used solely by or on behalf of Noventum and is shared externally only on an anonymous, aggregated basis.

4. Are IP addresses used?

Noventum also logs IP addresses, or the location of computers on the Internet, to help diagnose problems with our server, to administer the Site, and to serve content based on your IP address.

5. Registration, newsletters, and alerts

By signing up for any of our newsletters or alerts, you agree to receive on occasion other correspondence from Noventum or its agents. This type of information is shared externally only in anonymous, aggregated form for generalized user analysis or to enable third party agents to send e-mails to you on our behalf. You will be contacted by e-mail or otherwise only by Noventum or its agents.

We ask for your e-mail address at registration. We will send e-mail to this address to confirm your registration, if you opt in to any of our newsletters or alerts, and if you request that we contact you for any other reason. In addition, we may contact you regarding your account status. If you sign up to receive any of our newsletters, alerts, or surveys, you may on occasion receive other correspondence from Noventum. Your e-mail address will not be shared with any third party other than an agent who has agreed to send e-mails on our behalf.

The Site may also include a feature that enables Noventum to send links to its content through e-mail at our users' request. The e-mail address(es) that you supply in connection with this service will be used only to send the requested content. They will not be stored or reused for any purpose.

6. Is personally-identifiable information disclosed to third parties?

Noventum shall not intentionally disclose or transfer (and shall take reasonable steps to prevent the unauthorized or accidental disclosure of) your personally-identifiable information to third parties (i.e., persons or entities that are not affiliates of Noventum) without your consent, whether for such third parties' marketing purposes or otherwise, except as follows. Noventum may provide access to your personally identifiable information to third party vendors engaged by Noventum to provide services related to the Site; provided that such vendors will first agree to maintain the strict confidentiality of such information. Noventum may also be compelled to surrender personal user or customer information to legal authorities without express user consent if presented with a court subpoena or similar legal order, or as required or permitted by the laws, rules, and regulations of any applicable jurisdiction. Also, in the event of a violation of the Terms of Use of or any other terms on this Site, including but not limited to a violation of any restrictions on use of materials provided in or through this Site, Noventum may disclose personal user information to affected parties and legal authorities.

7. Links to third-party sites

Noventum may provide links to third-party Web sites or information as a service to our users. If you use these links, you will leave this Site. Such links do not constitute or imply an endorsement, sponsorship,



or recommendation by Noventum of the third party, the third party web site, or the information contained therein, and Noventum shall not be responsible or liable for your use thereof. Such use shall be subject to the terms of use and privacy policies applicable to those sites.

8. Surveys

If you participate in a survey, all of our research results are reported as totals or in other aggregated form, and no information about you as an individual respondent is made public.

9. User forums

This Privacy Policy does not apply to any information that you may disclose that may appear on this Site. You should be aware that whenever you publicly disclose information online, that information could be collected and used by others. Noventum is not responsible for any action or policies of any third parties who collect information that users disclose in any such forums on the Site.

10. How can I access, change, and/or delete information?

You may access, correct, update, and/or delete any personally-identifiable information that you submit to the Site. You may also unsubscribe from mailing lists or any registrations on the Site. To do so, please either follow instructions on the page of the Site on which you have provided such information or subscribed or registered or contact us at Noventum Service Management Consultants, privacy@noventum.eu.

11. Security

Noventum has implemented generally accepted standards of technology and operational security in order to protect personally-identifiable information from loss, misuse, alteration, or destruction. Only authorized Noventum personnel and third-party vendors are provided access to personally-identifiable information, and these employees and vendors are required to treat this information as confidential. Despite these precautions, Noventum cannot guarantee that unauthorized persons will not obtain access to your personally-identifiable information.

12. Transborder hosting and transfer of information

Personally-identifiable information collected on the Site may be transferred from time to time to Noventum offices or personnel, or to third parties, located throughout the world, and the Site may be viewed and hosted by Noventum or its vendors anywhere in the world, including countries that may not have laws of general applicability regulating the use and transfer of such data. By using the Site and submitting such information on it, you voluntarily consent to such transborder transfer and hosting of such information.

13. Children

Noventum understands the importance of protecting children's privacy, especially in an on-line environment. The Site is not designed for or directed at children 13 years of age or younger, and Noventum will not intentionally collect or maintain information about anyone under this age.



14. Consent; changes to privacy policy

By using the Site, you consent to the collection, use, and storage of your information by us in the manner described in this Privacy Policy and elsewhere on the Site. We reserve the right to make changes to this Privacy Policy from time to time. We will alert you to any such changes by updating this Privacy Policy. This Privacy Policy was last updated on September 1, 2011.

15. Contact our privacy department

If you have any questions about our Privacy Policy, please contact us at Noventum Service Management Consultants, Legal Department, P.O. Box 26629, 1640 Nicosia, Cyprus or privacy@noventum.eu.