UNIVERSAL NETWORK SERVICES PRIVACY POLICY

Universal Network Services understands and is committed to its data protection obligations globally and recognizes its responsibility to protect the data of clients, employees and other third parties.

Universal Network Services is a business to business organization; our customers are commercial, governmental, and educational entities. The information we collect is used exclusively to facilitate Services that we provide to you and your organization. We value you and your privacy and will take all necessary steps to protect it.

This Policy Statement describes how Universal Network Services collects and uses your data, who we share it with, and your choices and rights in relation to your data.

Why We Collect Personal Information

Depending on the Services we provide to your organization, we will use your personal information to deliver those Services. For example, if we provide Managed Services to your organization, we will need some personal information to identify the person requesting support Services and to provide updates regarding the Service requested.

With your permission, we may use information to keep you and your organization up to date on company announcements, marketing campaigns, Service updates, special offers, and other information we think you'd like to hear about.

From time to time, and with your permission, we may also use your personal information to contact you to participate in surveys, so that we can gauge customer satisfaction and develop better solutions.

If you share information about yourself, it is your responsibility to ensure the quality and accuracy of information you provide.

What Information is Being Collected?

The types and amount of personal information that we collect will depend largely on the Services you receive from us, and is limited to data that is necessary to provide the services our customers have requested. We do not knowingly or intentionally seek out personal information such as home contact information, birthdays, and the like.

As applicable, we may collect non-sensitive personal data such as your name, company position, business address, business telephone number, business mobile number, business email address, and account usernames.

Methods of Collection

We collect information about you voluntarily when you place an order for Products or Services with Universal Network Services.

We may also collect information about you when you voluntarily complete customer surveys, or provide feedback to us.

We may also collect information about you if you request an account in our Event Management (Ticketing) to make service or support requests.

Website usage information is collected when using cookies, but is fully anonymized as no login is required to view our public website.

How Will We Use Any Personal Information That We Collect?

Below are some of the ways we use your information:

- To provide, maintain, protect and improve our Services, and to help us develop new Services
- To facilitate, manage, personalize and improve your online experience
- To respond to your inquiries and fulfill your requests, such as to send you information, brochures, and e-mails
- For our business purposes, such as data analysis, audits, fraud monitoring and prevention, identifying usage trends, and operating and expanding our business activities
- To communicate with you about products, Services, offers, promotions, and events we believe may be of interest to you
- With you prior permission, to request a customer satisfaction survey about the Services we provide to you

With Whom Will We Share Your Personal Data?

Direct access to your data is not granted to any one external to Universal Technology Solutions. Data may be shared as needed with partners or contractors of Universal Network Services who need the information in order to provide you with our Services, to communicate with you (including, with your consent, to send you marketing

communications), and to carry out legal or regulatory obligations. For example, a hardware manufacturer (partner of Universal) may need your contact information to deliver a replacement part directly to you.

The Universal Network Services website, or email correspondence, may contain links to other sites. Universal Network Services does not share your personal information with those sites and is not responsible for their privacy practices.

From time to time, with your prior permission, we may share your business contact information with a third party services firm for the purposes of conducting satisfaction surveys about our Services delivery to you.

Universal Network Services works with other companies that help us provide products and Services to our customers and we may provide your business contact information to these companies. For example, we give shipping companies this information so they can deliver your products efficiently. In this case the information they receive is for shipping and delivery purposes only, and we require that the companies we contract with safeguard your personal information in accordance with Universal Network Services' policies.

Navigation Information

You can visit our website without telling us who you are or providing any information about yourself. When you visit our website we may collect standard internet log information and details of anonymous visitor behavior patterns. For example, to find out things such as the number of visitors to the various parts of Universal Network Services website. We collect this information anonymously, and we do not make any attempt to find out the identities of those visiting our website, or monitor a user's behavior. We use Navigational Information to measure the use of our website and to improve the content we offer.

Security

We will hold your personal information securely while it is under our control. We educate our employees regarding their responsibilities under data protection laws, and we ensure that only relevant Universal Network Services employees, contractors and agents have access to your personal information for relevant business use only.

We take the security of our physical premises, our servers and the Website seriously and we take appropriate technical measures using recognized security procedures and tools in accordance with industry best practices to protect your personal information across all platforms.

Data Storage and Retention

Universal Network Services will retain data we collect only for as long as necessary to accomplish the purpose for which the data was collected, or where we have an ongoing legitimate business need to do so, or to comply with applicable tax, legal or regulatory requirements.

We maintain a retention procedure which we apply to records in our care. In all cases, where your information is no longer required we will ensure it is disposed of in a secure manner and, where required by applicable law, we will notify you when such information has been disposed of.

Notes on the European General Data Protection Regulation (GDPR)

Universal is continuing to refine its policies to help our customers comply with GDPR requirements. Universal E-Business Solutions LTD is registered with the ICO under registration number ZA403610.

Data Subject Rights and Your Right to Update Your Information

If you wish to unsubscribe or remove yourself from any of our communications at any time please contact Universal at policy@uebiz.co.uk and/or policy@uebiz.com

If you wish to confirm that Universal Network Services is processing your personal data, or to obtain information about to the personal data Universal Network Services may have about you, please contact Universal at policy@uebiz.co.uk and/or policy@uebiz.com

In addition to information as stated above, you have the right to:

- Request that we rectify any incorrect personal data that we hold
- Request a copy of the personal data that we may hold about you
- Object to the processing of personal data
- Withdraw your consent if the processing is based on your consent

Cross-border transfers

As a multinational company, Universal Network Services may transfer personal data to countries where we have business offices, primarily in the US and UK, only for purposes identified above and in accordance with this Privacy Statement.

If personal data is transferred from within the EEA to a jurisdiction outside of the EEA for the purpose of storage or processing, Universal Network Services will take appropriate

safeguards to ensure that personal data remains protected in accordance with this privacy policy and data protection laws and regulations.

Data Protection Office

The Universal Network Services Office of Data Protection can be contacted at: data.protection@uebiz.co.uk or data.protection@uebiz.com

Notices and Changes to our Privacy Policy

Our Privacy Policy may change from time to time particularly as new industry guidelines and legislation are introduced. Changes to Universal Network Services' Privacy Policy will always be posted to the Privacy Policy section of our website. We may email periodic reminders of changes to our notices and terms and conditions. We encourage you to check our Site frequently to see the current Privacy Policy in effect and any changes that may have been made to them.

Further Information

If you have any questions about our privacy policies, please contact us at policy@uebiz.co.uk or policy@uebiz.com

This Privacy Policy was last updated in May 2018
data.protection@uebiz.co.uk
data.protection@uebiz.com