

Hexler Limited - Privacy Policy

Our Privacy and website Cookie Policy explained

Hexler Limited is open and transparent about how we treat your personal data. We are committed to safeguarding the privacy of all visitors to our website (Guests) and more formal users who have registered an account with us, or voluntarily installed one of our software applications (Users).

Hexler Limited aims to fully comply with *Cap 486 of the Personal Data (Privacy) Ordinance of the Laws of the Hong Kong Special Administrative Region* (<https://www.pcpd.org.hk/>) alongside the *EU General Data Protection Regulation* (<https://eugdpr.org/>). In doing so, we will ensure compliance by our staff to the strictest standards of security and confidentiality in respect of all personal information and data submitted by Guests and Users via our website, its sub-domains, or software applications; and we will not release such information to anyone without the prior consent of the relevant Guests or Users, except to the authorised persons listed in Paragraph 6.

This policy affects your legal rights and obligations so please read it carefully. If you have any questions, you can contact us at

support@hexler.net

1. Who We Are

Hexler Limited (the Company, we, us and our) creates and sells our own software applications via our website (<http://www.hexler.net>), and through online stores such as Apple's App Store (<https://www.apple.com/legal/privacy/>), Google Play Services (<https://policies.google.com/privacy>) and FastSpring (<https://fastspring.com/privacy/>).

Our registered business address is 20th Floor, Central Tower, 28 Queen's Road, Central, Hong Kong. Our registered Hong Kong company number is 2313690.

With regards European Union GDPR compliance, the 'Data Controller' in respect of your personal data is Hexler Limited.

2. Personal Data We Collect

Through your interactions with our website and use of our software we may collect, process, store and use the following kinds of personal data:

(a) Guests

You do not need to provide us with any personal data as a Guest. However, even as a Guest we may collect the information set out in Paragraph 3 and you may agree to receive Marketing Communications in accordance with Paragraph 4.

(b) Users

When you interact with us (create an online support ticket, send an email, register a website or forum account), or by using our software applications (on your computer or mobile device) we may collect the information set out in Paragraph 3 and you may agree to receive Marketing Communications in accordance with Paragraph 4.

When you purchase software products for mobile devices, we do not receive any of your personal or billing information (our third party vendor Apple and Google retain this data).

When you purchase software products for your computer directly from our website we collect your name and email address, however we do not receive any of your personal or billing information (our third party payment processor FastSpring retains this data).

We require this information so we can identify you and properly manage your account.

We will also store any content and documents you may upload to the website (for example documents provided for identification purposes, payment information, forum file attachments, software support requests, application bug reports and usage statistics).

The amount of information we request from Users will be the absolute minimum required in order to best serve your needs.

(c) When you contact us

When you contact us by email or post we may keep a record of the physical correspondence and we may also record any telephone calls we have with you.

3. Data We Automatically Collect

When you use our website or software applications, we, or third parties on our behalf, automatically collect and store information about your device and your activities.

For example this information could include:

- (a) Your computer or other device's unique ID number;
- (b) your IP address;
- (c) technical information about your device such as type of device, web browser or operating system;
- (d) your preferences and settings such as time zone and language;
- (e) statistical data about browsing actions and patterns;
- (f) software application usage statistics, crash logs and device information.

We collect this information using cookies in accordance with Paragraph 8 below, or through software application usage statistics, the information is collected on an anonymous basis, and only used

to improve our website functionality, to improve our software applications, and other analytical research regarding how users interact with us.

4. Marketing Communications

If you opt in to receive marketing communications from us you consent to the processing of your data to send you such communications, which may include newsletters, blog posts, surveys, information about new features or products relevant to our service, changes to this policy and our Terms and Conditions. We retain evidence of the details of your consent.

You can choose to no longer receive marketing communications from us by updating your account, contacting us at support@hexler.net or clicking unsubscribe from a marketing email. We shall therefore retain your personal data in our records for marketing purposes until you notify us that you no longer wish to receive marketing emails from us.

5. Use of your personal data

(a) Guests

If you have provided any personal data to us, we shall only use it in accordance with this policy.

(b) Users

You consent to the lawful processing of your personal data to provide you with the services you have requested from us.

We may also use your personal data for our legitimate interests, including dealing with any customer services you require, and to tell you about changes to this policy and our Terms and Conditions

6. Who do we share your data with?

Usually no-one. We may share specific personal data of yours with third party service providers, subcontractors and agents that we may appoint to perform functions on our behalf and in accordance with our instructions (for example tech support and customer support agents).

If you have consented to receive marketing communications, we may use one of the following third-party marketing automation services; Mailchimp, Mailchimp Mandrill, Pipedrive, Zoho CRM and/or SharpSpring. These services enable us to analyse the use of these communications.

Under certain circumstances we may have to disclose your personal data by law, because the police or other law enforcement agency has asked us for it; for example, to protect a third party's rights, property, or safety or to enforce our Terms of Service.

We may also share your personal data in connection with, or during negotiations of, any merger, sale of assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

7. Where we hold and process your personal data

We hold data on servers distributed around the globe. We shall only transfer your personal data to data hosting organisations that have provided demonstrably adequate safeguards in respect of your personal data.

8. Cookies

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know any personal data about you. For more information about cookies, you can visit *All About Cookies* (<http://www.allaboutcookies.org/>).

Our website uses cookies so that we can recognise you when you return and personalise your settings and preferences. Most browsers are initially set up to accept cookies by default. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that our website may not operate efficiently if you refuse to accept cookies. Below is a list of the cookies used on our website and what they do:

1. “exp_csrf_token”
Protects all website users from Cross Site Request Forgery;
2. “exp_last_activity”
Tells us the date of your last activity on our website;

3. “exp_last_visit”

Tells us the date of your last visit to our website, but only if you have a registered user account;

4. “exp_tracker”

Remembers the last five pages you visited on our site, to help us provide redirects or navigation to previous pages.

We do not use any third party hosted analytical services (such as Google Analytics). Analytical processing is on our own self administered servers.

9. Security

We shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. All information you provide to us is stored on our secure servers.

All payment transactions are handled by either Apple, Google or FastSpring. They have all demonstrated an adequate track record towards encryption and security, however it's in your own interests to verify the safety of third party payment processors before submitting your personal information.

Where we have given, or you have chosen, a password which enables you to access parts of our website you are entirely responsible for keeping that password confidential.

No system can be completely secure. Although we take steps to secure your personal data, we do not promise that personal data you have provided to us will always remain secure, especially in event that your password is compromised.

10. Your Rights

You have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data that we process for you if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data. To exercise these rights, or any other rights you may have under applicable laws, please contact us at support@hexler.net

Please note, we reserve the right to charge an administrative fee if your request is manifestly unfounded or excessive.

Our website may contain links to other sites of interest. Once you have used these links to leave our website, you should note that we do not have any control over the other website(s). Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this policy.

You should exercise caution and look at the privacy policy applicable to all websites in question.

11. Retention

Except where we are required to retain your personal data for taxation or accounting purposes, we may retain your personal data for as long as you remain a User, and for up to 7 years thereafter, in order to comply with our obligations under our website Terms of Services, for audit purposes, and to respond to any queries you have about your account.

If you have consented to receive marketing communication, we may retain your email address until you opt out of receiving such communications.

If you are a Guest who has contacted us with a question or comment, we may retain your personal data for up to 18 months following such contact to respond to any further queries you might have.

12. General

If any provision of this policy is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties and all other provisions shall remain in full force and effect.

This policy shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region. You agree to submit to the exclusive jurisdiction of the Hong Kong courts.

We may change the terms of this policy from time to time in response to your feedback and suggestions, changes imposed by third party suppliers or the decisions or orders of courts, or other authorities, and/or the need to improve or correct problems in the operation of the website or changes to applicable law.

We will summarise any such changes at the top of this policy. We will try to give 30 days' notice of when changes take effect, by email and/or in your account if you are a User, except where changes do not materially adversely affect you or are beneficial. If you continue to use the website after the time we state the changes will take effect, you will have accepted the changes.

Last updated: 8 November 2018