

REDCOM SECURE CLIENT PRIVACY POLICY

Secure Unified Communications app

This privacy policy governs your use of the software application REDCOM Secure Client (“Application”) that was created by REDCOM Laboratories, Inc. (“REDCOM”).

What information does the Application obtain and how is it used?

User Provided Information

The Application obtains the following information from you:

- User credentials (user name and password) for each SIP and XMPP account that you create
- IP Address of the REDCOM® Sigma® call control server or other call control or XMPP server(s) where the Application is registered

This information is used within the Application for the purposes of placing and receiving audio/video calls and chat sessions. This information is not transmitted to REDCOM.

Automatically Collected Information

The Application may collect certain information automatically, including, but not limited to, the type of mobile device you use, your device’s unique device ID, the IP address of your device, your operating system, and information about the way you use the Application.

REDCOM may receive crash reports that are used for identifying and fixing problems with the Application. These crash reports may include the user provided and automatically collected information noted above.

The “Send logs” feature will, when invoked by the user, create an email that can be sent to one or more email addresses. This email will contain detailed logs from the Application that may include the user provided and automatically collected information noted above as well as information about recent

SIP calls and XMPP chat sessions. This may include the user name that was provided, but will not include password information.

Does the Application collect precise real time location information of the device?

No.

Do third parties see and/or have access to information obtained by the Application?

No, however, a third party may gather aggregated information about the Application and provide it to REDCOM for use in understanding installation and usage trends.

- REDCOM may disclose user provided and automatically collected information:
- as required by law, such as to comply with a subpoena, or similar legal process;
- when REDCOM believes in good faith that disclosure is necessary to protect REDCOM’s rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- with REDCOM’s trusted services providers who work on REDCOM’s behalf, do not have an independent use of the information REDCOM discloses to them, and have agreed to adhere to the rules set forth in this privacy statement;

If REDCOM is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via a prominent

notice on REDCOM's web site of any change in ownership or uses of this information, as well as any choices you may have regarding this information.

What are my opt-out rights?

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your device or via the application marketplace or network.

Data Retention Policy, Managing Your Information

The Application will retain user provided and automatically collected information on the device for as long as the Application is installed. Please note that some or all of the user provided Information may be required in order for the Application to function properly.

If the "Send Logs" function is used to email logs from the Application to REDCOM, the information in the log files may be retained for as long as is necessary to identify, fix and validate any problem associated with those logs. If you would like REDCOM to delete the information that you have provided in this manner, please contact REDCOM via email at mobile@redcom.com and we will respond in a reasonable time.

If the "Send Logs" function is used to email logs from the Application to any other parties outside of REDCOM, the management and retention of that information is the responsibility of those parties.

Children

REDCOM does not use the Application to knowingly solicit data from or market to children under the age of 13. If a parent or guardian becomes aware that his or her child has provided REDCOM with information without their consent, he or she should contact REDCOM at mobile@redcom.com. REDCOM will delete such information within a reasonable time.

Information Security

REDCOM is concerned about safeguarding the privacy of your information. REDCOM provides physical, electronic, and procedural safeguards to protect information it processes and maintains. For example, REDCOM limits access to this information to authorized employees and contractors who require access to the information in order to operate, develop or improve the Application. Please be aware that, although REDCOM endeavors to provide reasonable security for information it processes and maintains, no security system can prevent all potential security breaches.

Changes

This privacy policy may be updated from time to time for any reason. REDCOM will notify you of any changes to this privacy policy by posting the new privacy policy here. You are advised to consult this privacy policy regularly for any changes, as continued use is deemed consent to all changes.

Your Consent

By using the Application, you are consenting to REDCOM's processing of your information as set forth in this privacy policy. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which activities will take place in the United States.

Contact us

If you have any questions regarding privacy while using the Application, or have questions about REDCOM's practices, please contact REDCOM via email at mobile@redcom.com.