

# Unit4 Business Software (“Unit4”) Privacy Statement relating to cloud based services and people platform services (“Privacy Statement”)

## **Introduction**

This Privacy Statement covers how Unit4 collects, uses, discloses, transfers and stores your information in relation to the use of certain Unit4 products and services.

Access to Unit4’s products and services has been provided to you pursuant to an agreement between Unit4 and the organisation for whom you work or are associated with (the “**Customer Organisation**”).

Please take a moment to read this statement prior to accessing, downloading or installing any application or software service and to familiarise yourself with Unit4’s privacy practices.

If you continue to access, download or install such application or software service, you will be deemed to consent to the processing of your Personal Information as set out herein.

If you have any questions, please direct these to your Customer Organisation or Unit4 (further details provided below).

## **General terms**

### **Protection of Personal Information**

Unit4 takes the security of your Personal Information very seriously. Unit4 services such as smart technology applications, web based software services and application software protect your Personal Information. Unit4 transmits and stores your Personal Information in accordance with the service specific terms (set out below) and its Global saas Information Security Policy and Security Program for Unit4 Global saas Operations available at: <http://www.unit4.com/saaspolicies> and Microsoft’s applicable policies and procedures available at: <https://azure.microsoft.com/>.

### **Retention of Personal Information**

Unit4 will retain your Personal Information for the period necessary to fulfil the purposes outlined in this Privacy Statement unless a longer retention period is required or permitted by law.

### **International Users**

All the information you provide may be transferred or accessed by Unit4 entities around the world as described in this Privacy Statement and Unit4 uses internal Data Protection Agreements for the international transfer of Personal Information collected in the European Economic Area and Switzerland. Unit4, as a global company, has a number of legal entities in different jurisdictions which are responsible for the Personal Information which they collect and which is processed on their behalf by Unit4. Unit4’s global support desk provides support to the Customer Organisation.

### **Our Companywide Commitment to Your Privacy**

To make sure your Personal Information is secure, Unit4 trains its staff in data protection, privacy and confidentiality and makes available privacy and security guidelines to Unit4 employees and enforces privacy safeguards within the company.

### **Objections or Privacy Questions**

You can object to the processing of your personal data by sending a letter or e-mail to Unit4 N.V., Corporate Legal Department, P.O. Box 5005, 3528 BJ Utrecht, the Netherlands or [privacy@unit4.com](mailto:privacy@unit4.com) to what kind of processing of your personal data you object. Unit4 will respond within 4 weeks.

If you have any questions or concerns about this privacy statement or data processing or if you would like to make a complaint about a possible breach of local privacy laws, please contact your Customer Organisation. Alternatively, you can contact Unit4 direct in writing or by email as set out in the previous paragraph.

Insofar as questions directed to Unit4, such communications are examined and replies issued where appropriate as soon as reasonably possible. If you are unsatisfied with the reply received, you may refer your complaint to the relevant regulator in your jurisdiction. If you ask Unit4, Unit4 will endeavour to provide you with information about relevant complaint avenues which may be applicable to your circumstances.

Unit4 may update this Privacy Statement re. The use of its products and services from time to time. When Unit4 change the statement in a material way, a notice will be posted on our website.

## **Service specific terms**

### **Unit4 Receipt Recognition Service**

This concerns the Unit4 Receipt Recognition Service (“**URRS**”) relating to Unit4 Travel and Expenses software service (“**Service**”) and mobile application (“**App**”).

### **Collection and Use of Personal Information**

“Personal Information” is data that can be used to identify or contact a single person and includes Sensitive Personal Information.

“Sensitive Personal Information” is data that reveals: racial or ethnic origin, political opinions, religious and philosophical beliefs, trade union membership or health or sex life.

You may be asked to provide to Unit4, or Unit4 may access, your Personal Information anytime you utilise this App. Unit4 and members of the Unit4 group of companies (“**Unit4 Group**”) may share this Personal Information with each other and use it in a manner consistent with this Privacy Statement. They may also combine it with other information to provide and improve Unit4 products, services and content. You are not required to provide the Personal Information to Unit4 via the App and you can choose not to by indicating you will not “Use Unit4

Receipt Recognition Service” and entering all expense information manually. However, if you chose not to do so, Unit4 will not be able to provide you with the services connected with the URRS and the App or the full functionality of the corresponding Service.

Here are some examples of the types of Personal Information Unit4 may collect and how Unit4 will use it:

#### **What Personal Information Unit4 collects**

- When you submit a receipt for processing within the App and associated Service, Unit4 may collect a variety of information, including (but not limited to) your name, mailing address, phone number, email address, contact preferences, meal preferences, location and (to the extent disclosed on the receipt) your credit card information.
- We may also collect (non-personal) information including (but not limited to) your occupation, language, post/zip code, area code, unique device identifier, referrer URL, location, and the time zone where the App or Service is used so that we can better understand end user behaviour and improve our products and services.

#### **How Unit4 uses your Personal Information**

- Unit4 takes your Personal Information as it exists on images of receipts. This information arrives into the Customer Organisation’s environment of the Service. The Service will recognise the information contained in those receipts. The Service operates on the Microsoft Azure computing infrastructure and trains itself in the recognition of receipts of different users and different customers. The Service will send detected information back to you for confirmation via the App. The Service stores the unprocessed expense receipt, the detected information and your feedback data and utilises these to help the programme learn and do better next time.
- Unit4 may also use Personal Information to help us create, develop, operate, deliver, and improve our products, services, content and send you important notices.
- Unit4 may also use Personal Information for internal purposes such as auditing, data analysis, and research to improve Unit4’s products, services, and customer communications.
- Unit4 also collects data in a form that does not, on its own, permit direct association with any specific individual. If Unit4 does combine non-personal information with Personal Information the combined information will be treated as Personal Information for as long as it remains combined.
- To provide location-based services on Unit4 products, Unit4 may collect, use, and share precise location data, including the real-time geographic location of your computer or device. Where available, location-based services may use GPS, Bluetooth, and your IP address, along with crowd-sourced Wi-Fi hotspot and cell tower locations, and other technologies to determine your devices’ approximate location. This location data is collected and is used by Unit4 to provide and improve products and services.

#### **Unit4 Wanda Digital Assistant Services**

This concerns the Unit4 Wanda Digital Assistant Services (“**Wanda Service**”) relating to Unit4 Business World service (“**U4BW**”). The Wanda Service is a service that allows you to interact with U4BW through a conversational interface (chat). This service may require Personal Information supplied by you in the form of chat messages in order to automatically perform activities on your behalf, such as submit travel requests, absences, expenses and timesheets.

By clicking **Allow** you give permission and explicit consent to allow the Wanda Service to use and store your Personal Information in accordance with the respective terms of service relating to the Wanda Service and this privacy policy. You are able to change this and other permissions relating to your end user account (“**Account**”) at any time, by contacting the Customer Organisation.

#### **Collection and Use of Personal Information**

“Personal Information” is data that can be used to identify or contact a single person and includes Sensitive Personal Information.

“Sensitive Personal Information” is data that reveals: racial or ethnic origin, political opinions, religious and philosophical beliefs, trade union membership or health or sex life.

You may be asked to provide to Unit4, or Unit4 may access, your Personal Information any time you utilise the Wanda Service. Unit4 and members of the Unit4 group of companies (“**Unit4 Group**”) may share this Personal Information with each other and use it in a manner consistent with this Privacy Statement. This Personal Information may also be used with other information to provide and improve Unit4 products, services and content.

This Personal information may also be processed by Microsoft, using its cognitive services and Microsoft’s privacy terms are found here: <https://go.microsoft.com/fwlink/?Linkid=521839>.

#### **What Personal Information Unit4 collects**

- The Wanda Service is a service that allows you to interact with U4BW through a conversational interface (chat messages) using a social media service such as Facebook Messenger, Skype or Slack. In order for you to use the Wanda Service using a social media service, Unit4 will require access to your social media profile ID (and potentially other selected account information) and will store this ID in order to identify and remember you. As, access to an application or service has limited lifetime, permitting the application or service to remember you extends the lifetime of your access and should, for example, allow you to login only once. The application or service may ask for permission on your behalf without prompting for permission (including when you are present).
- The Wanda Service may require Personal Information supplied by you, in the form of chat messages, to automatically perform activities on your behalf, such as submit travel requests, absences, expenses and timesheets. In doing so, Unit4 may collect a

variety of Personal Information, including (but not limited to) your name, mailing address, phone number, email address, contact preferences, location, bank account or credit card details.

#### **How Unit4 uses your Personal Information**

- Unit4 takes your Personal Information as you provide it through the conversational interface. This information arrives into the Customer Organisation's environment of the Wanda Service. The Wanda Service will recognise the information contained in the chat messages. The Wanda Service is enabled by the Microsoft Bot Framework (see further details in the section below) and trains itself in the recognition of different messages and different Customer Organisations [and their end users]. The Wanda Service will send detected information back to you for confirmation via the Wanda Service. The Wanda Service stores the chat messages, the detected information and your feedback data and utilises these to help the programme learn and do better next time.
- Unit4 may also use Personal Information to help us create, develop, operate, deliver, and improve our products, services, content and send you important notices.
- Unit4 may also use Personal Information for internal purposes such as auditing, data analysis, and research to improve Unit4's products, services, and customer communications.
- Unit4 also collects data in a form that does not, on its own, permit direct association with any specific individual. If Unit4 does combine non-personal information with Personal Information the combined information will be treated as Personal Information for as long as it remains combined.
- To provide location-based services on Unit4 products, Unit4 may collect, use, and share precise location data, including the real-time geographic location of your computer or device. Where available, location-based services may use GPS, Bluetooth, and your IP address, along with crowd-sourced Wi-Fi hotspot and cell tower locations, and other technologies to determine your devices' approximate location. This location data is collected and is used by Unit4 to provide and improve products and services.

#### **Third party and Social Media services**

Your interactions with the Wanda Service are also subject to the social media service's applicable terms of use, privacy and data collection policies. How your Personal Information is transmitted and stored by your social media service such as Facebook Messenger, Skype or Slack is outside Unit4's control. As such, Unit4 cannot be responsible or liable for how any such third party makes use of your Personal Information.

The Wanda Service is enabled by the Microsoft Bot Framework. The Microsoft Bot Framework is a service that enables intelligent services and connections using conversation channels you authorize. As a service provider, Microsoft will transmit the content you provide to the Wanda Service in order to enable and run the service. For more information about Microsoft privacy policies please see their privacy statement here: <http://go.microsoft.com/fwlink/?Linkid=521839>. In addition, your interactions with this bot/service are also subject to the conversational channel's applicable terms of use, privacy and data collection policies. To report abuse when using a bot that uses the Microsoft Bot Framework to Microsoft, please visit the Microsoft Bot Framework website at <https://www.botframework.com> and use the "Report Abuse" link in the menu to contact Microsoft.

Other privacy policy terms and conditions required by your social media service (such as Facebook Messenger, Skype or Slack) may require your separate acknowledgment and consent.