

**SOFTWARE PRODUCTS GUILDA LTD.**  
**HIVE GRAPHQL PRIVACY POLICY**

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Software Products Guilda Ltd. (the “**Company**”) recognizes and respects the confidentiality and privacy of information of individuals with whom it interacts. ‘We’, ‘us’ or ‘our’ means the Company, and ‘you’ means the user of our Service or the employee or service provider of our customer who retains our Service.

We created this privacy policy ("**Privacy Policy**") to set out how we collect, use, disclose, and retain personal data when you visit our website graphql-hive.com, when you use our Hive GraphQL services (the “**Service**”) or otherwise contact with us. Please review this Privacy Policy carefully so that you understand your rights in relation to your personal data. By using the Service in any manner, you acknowledge that you accept the practices and policies outlined in this Privacy Policy and you hereby consent to the collection, use and disclosure of your Personal Information in accordance with this Privacy Policy.

### ***Collection of Personal Information***

In this Privacy Policy, "Personal Information" means any information that identifies, relates to, describes, is reasonably capable of being associated with or reasonably can be used to identify an individual and other data that is linked to personal information.

The types of personal information we collect about you depend on your interactions with us and are described in more detail below.

### ***What information do we collect and how is it used?***

The information we collect is as follows:

#### ***Personal Information you provided directly to us***

Personal information:

We collect Personal Information directly from you in a variety of ways, including when you:

- Subscribe for an account: your e-mail address and organization information .
- Request information or assistance from us, including correspondence with our service team: e-mail address and other information related directly to your request which may be required to reply to your request.

Non-personal information: During your use of the Service, we may retrieve and process certain information from your servers through the use of the Hive Agent installed in your systems. We are not a party to your obligations and duties to third parties with respect to this information and we attempt to filter any Personal Information related to your customers or end users when we provide the Service. This information is not personal in nature.

#### ***Personal Information we collect automatically***

In addition, when you access and use the Service, we will collect certain information automatically as part of the Service we provide. This information is as follows:

- Networking and device information, such as your browser type, IP address, and operating system version, language settings;
- Information about your activity on our Service, such your access times, pages viewed, the routes by which you access our Service;
- Basic analytics for user experience improvement (such as button clicked, usage (such as logging info) and crash reporting);
- Information about your location.

## ***Personal Information we derive***

We may derive information or draw inferences about you based on the other types of Personal Information we collect. For example, we may infer your location based on your IP address.

## ***Does the Service collect precise real time location information of your device?***

The Services collect information about your location through IP address. This is important data collected as part of the Service.

## ***Other information collected by our service providers***

We use web analytics and other services which help us analyze your usage of the Service and manage the data we collect. These services may use cookies and other technologies to collect information, including personal information, for analytics. We will also share with them some of the information we collected from you that is required for analytic purposes. The way your information is handled and used is described in the privacy policy of each of them which you can find in the links below.

<b>Service</b>	<b>Purpose</b>	<b>Privacy Policy</b>
Mixpanel	Process analytics data	<a href="https://mixpanel.com/legal/privacy-policy/">https://mixpanel.com/legal/privacy-policy/</a>
Logz.io	Logs processing and monitoring	<a href="https://logz.io/about-us/privacy-policy/">https://logz.io/about-us/privacy-policy/</a>
Auth0	Authentication and identity provider	<a href="https://auth0.com/privacy">https://auth0.com/privacy</a>
Google Analytics	Analytics	<a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a>
Crisp	Support chat and newsletter	<a href="https://crisp.chat/en/privacy/">https://crisp.chat/en/privacy/</a>

Cookies are very small text files stored on your computer by your web browser for record-keeping purposes and sometimes to track information about them which means we can recognize that you have visited our website. You may choose to set your web browser's settings to refuse cookies, or to alert you when cookies are being sent. If cookies are refused, you will be able to use only some features of our Service, and anonymous data will still be collected in our internal transaction logs. By accepting cookies, you consent to the processing of data in the manner and for the purposes set out in these privacy policies mentioned above.

Some parts of our websites may include social media features, such as the Facebook "like" button, and widgets,

such as the "share this" button. These social media features are either hosted by a third party or hosted directly on our Service. When you use these tools, the party that provides the tool, the third party that operates the social media services, and/or we may receive information about you. By using these tools or by communicating with us through social media services, you acknowledge that some information, including personal information, from your social media services will be transmitted to us, and that information is therefore covered by this Privacy Policy, and some information, including Personal Information, may be shared with the third party services, and that information is therefore governed by their privacy policies. When we interact with you on social media services, the information you share with us which can be seen by anyone other than you, us and the relevant social media service is not covered by this Privacy Policy. Only information you share with us privately (i.e., through direct messages, private chat, etc.) is covered by this Privacy Policy.

## ***How do we use this information?***

We collect, store and use Personal Information for business and commercial purposes, including to:

- Communicate with you;
- Facilitate your communication with other users of the Service;
- Provide you with the Service;

- Administer and provide support per your request;
- Administer a contest, promotion or survey;
- Send you periodic e-mails about news, updates and marketing promotions (which you can always unsubscribe from);
- Enforce our Terms of Use;
- Improve, test and monitor our Service;
- Generate reports to our customer;
- Generate reports with anonymized data for commercial purposes and to help us improve our Service;
- Share with any third party acquiring the Company and/or during court proceedings required to defend our rights;
- Keep our Service secure, safe and to prevent fraud.

## ***Disclosure of Personal Information***

We share Personal Information for the purposes described below:

We share your information with selected recipients. These categories of recipients include:

- Trusted third parties that provide us services such as cloud hosting services, e-mail service providers, data analysis, etc. We will only share your personal information with third parties to the extent necessary to perform these functions, in accordance with the purposes set out in this Privacy Policy and applicable laws;
- In the event of a corporate sale, merger, reorganization, dissolution, or similar event, your Personal Information may be sold, disposed of, transferred, or otherwise disclosed as part of that transaction.
- We may share your information with law enforcement agencies, public authorities or other organizations if legally required to do so, or if we have a good faith belief that such use is reasonably necessary to:
  - Comply with a legal obligation, process or request;
  - Enforce our Terms of Use and other agreements, including investigation of any potential violation thereof;
  - Detect, prevent or otherwise address security, fraud or technical issues; or
  - Protect the rights, property or safety of us, our users, a third party or the public as required or permitted by law (exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction).

We do not sell or trade your Personal Information to third parties.

## ***Do Not Track***

We do not respond to the Do Not Track setting in your browser. While we do not use cookies to collect personally identifiable information or track users' online activities over time or across different web sites, certain of the third party tracking providers we use (e.g., Google, Facebook) may be able to do so, though we do not have access to that information. For information regarding Do Not Track mechanisms, see <http://allaboutdnt.com>.

## ***The Legal Basis of Using your Personal Information***

We will only collect, use and share your Personal Information where we are satisfied that we have an appropriate legal basis to do this. This may be because:

- You have provided your consent to us using the Personal Information by using the Service;
- Our use of your Personal Information is necessary to perform our contract with our customer (e.g., providing you and/or our customer with our Service, creating your user account, etc.);
- Our use of your Personal Information is necessary to comply with a relevant legal or regulatory obligation that we have (e.g. the disclosure of information to law enforcement or tax authorities).

## ***Data Security, Transfers and Retention***

### Data Security

We use third party vendors and hosting partners to provide the necessary software, networking, storage, billing and related technology required to maintain our Service and communicate with you. We use commercially reasonable physical and technical safeguards to secure your data and protect it against unauthorized access, alteration or destruction. We encrypt highly confidential information communication by using end-to-end encryption methods. However, we cannot guarantee the security of your data, which may be compromised by unauthorized entry or use, hardware or software failure, and other factors.

#### Data Transfers

Since we operate globally, it may be necessary to transfer your Personal Information to countries outside the European Union. In such cases, we will transfer your data only to such countries as approved by the European Commission as providing an adequate level of data protection or enter into legal agreements ensuring an adequate level of data protection.

#### Retention of Personal Information

We retain Personal Information in accordance with applicable law. Unless otherwise required by applicable law, we take reasonable steps to destroy or permanently de-identify Personal Information it holds if such Personal Information is no longer needed for the purpose for which it was collected.

### ***What are your rights?***

You have certain rights with respect to how we treat your personal data, as described below.

#### Opt out

You can stop all collection of information by the Service and the Hive Agent by uninstalling the Hive Agent from your servers. You may also request that we stop all collection of your information by the Service. If you wish us to unsubscribe you from the Service please send us a request via email, at [contact@the-guild.dev](mailto:contact@the-guild.dev).

#### Update and correct information

You may review and modify your account and profile information by logging into your online account at any time. You may ask us to update your Personal Information by sending us a request via e-mail, at [contact@the-guild.dev](mailto:contact@the-guild.dev).

#### Data access

In some jurisdictions, applicable law may entitle you to request copies of your Personal Information held by us. You may also be entitled to request copies of Personal Information that you have provided to us in a structured, commonly used, and machine-readable format by sending us a request via email, at [contact@the-guild.dev](mailto:contact@the-guild.dev).

#### Data Portability

You may request a copy of your Personal Information in an electronic format that you can take to other service providers. We will respond to your request within 30 days by providing a link to a location where the data can be downloaded.

#### Data retention and erasure

We generally retain your Personal Information for as long as is necessary for the performance of the Service and to comply with our legal obligations. If you no longer want us to use your Personal Information with respect to the Service, you can request that we erase your Personal Information and close your user authorization. Deleting your authorization may take up to 15 days. Please note that if you request the erasure of your Personal Information:

- You will not be able to use the Service;
- We may retain and use your Personal Information to the extent necessary to comply with our legal obligations to our customer (in the event you are employed by our customer);
- Because we maintain the Service to protect from accidental or malicious loss and destruction, residual copies of your Personal Information may not be removed from our backup systems for a limited period of time.

## Terms of Use

Please also visit our applicable [Terms of Use](#), which govern the use of our Service.

## ***Children***

We do not use the Service to knowingly solicit data from or market to children under the age of 13 and to children under the age of 18 without the parent or guardian permission. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us at [contact@the-guild.dev](mailto:contact@the-guild.dev). We will delete such information from our files within a reasonable time.

## ***Changes***

This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by informing you via e-mail.

## ***Your Consent***

By using the Service, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "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, worldwide.

## ***Complaints***

In the event that you wish to make a complaint about how we process your Personal Information, please contact us in the first instance at [contact@the-guild.dev](mailto:contact@the-guild.dev) and we will endeavor to deal with your request as soon as possible. This is without prejudice to your right to launch a claim with the data protection supervisory authority in the EU country in which you live or work where you think we have infringed data protection laws.

To exercise any of these rights above, please contact us at [contact@the-guild.dev](mailto:contact@the-guild.dev). In addition, you have the right to complain to any applicable data protection supervisory authority.

Please note that these rights are limited, for example, where fulfilling your request would adversely affect other individuals or Company trade secrets or intellectual property, where there are overriding public interest reasons or where we are required by law to retain your Personal Information.

## ***Contact us***

If you have any questions regarding privacy while using the Service, or have questions about our practices, please contact us via email at [contact@the-guild.dev](mailto:contact@the-guild.dev).

*Last updated and effective as of September 6th, 2021*