



# Privacy Statement

Last Updated May 25, 2018

## Your personal information

Mako Networks, Inc. ("Mako Networks") understands that an individual's right to their personal information is highly important. The systems and procedures Mako uses to protect your privacy when we collect, store or use your information are constantly evolving and are designed to provide you with confidence in our platform and access to and control over your information should you need it. We primarily gather personal information in order to provide the Mako Networks services, however, we also gather information for the purposes of marketing and creating brand awareness for the Mako entities.

We respect your rights under several standards, including the New Zealand Privacy Act 1993 and the European GDPR, both of which set out principles relating to the protection of your personal information and your rights to access, control and eliminate such access on demand.

We encourage you to read the policy carefully and to contact us if you have any questions or concerns about our privacy practices or our use or storage of your personal information.

## Who are we?

Mako Networks is a US-headquartered business that was originally founded in New Zealand in 2000. Our primary products are security-related and include managed firewalls and associated cloud-based services. To contact us directly, you can email us at [securityteam@makonetworks.com](mailto:securityteam@makonetworks.com) or call us at the following numbers:

- United States: 888-777-5413
- United Kingdom: 0203 769 9316

- New Zealand: 0800 6256 4357
- Australia: 1 800 131 669

Our headquarters location is at 1355 N. McLean Blvd. Elgin, IL USA.

This Privacy Statement contains our current policies in relation to the management of your personal information. Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

We gather personal information under the following circumstances:

- When a user signs up for services via any of our online web portals.
- When a user enters personal information into a contact form on our corporate web site.
- When a user enters payment information into our billing partner portal.
- From data.com and Salesforce, for use in prospecting and marketing.
- From personal interactions (business cards, emails, telephone conversations).
- From trade show attendee lists for trade shows we attend or participate in.
- From membership lists, when made available, from organizations of which we are members.
- From our customers directly, who provide information on other contacts within their organizations.

Under the GDPR, you have the following rights, which we agree to uphold:

- The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you what you need to know, but you can always contact us to find out more or to ask any questions.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- The right to be forgotten, i.e. the right to tell us to delete or otherwise dispose of any of your personal data that we have.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way, nor do we sell, share or otherwise distribute any of your personal data for gain.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us at the email address or phone numbers listed above.

## Sites covered by this Privacy Statement

Mako Networks is a global organization, with legal entities, business processes, management structures, and technical systems that cross borders. This Privacy Statement applies to all Mako Networks-owned websites and domains and the websites and domains of our wholly owned subsidiaries (collectively the “Site”). The Site may provide links to third-party websites for your convenience and information. If you access those links, you will leave the Site. Mako Networks does not control those sites or their privacy practices, which may differ from Mako Networks practices. We do not endorse or make any representations about third-party websites. The personal data you choose to provide to or that is collected by these third parties is not covered by the Mako Networks Privacy Statement. We encourage you to review the privacy policy of any company before submitting your personal information.

## What personal information we collect

To serve you better and understand your needs and interests, Mako Networks collects, exports, and uses personal information with adequate notice and consent, along with required filings with data protection authorities, when applicable. For example, when you order products or services, apply for instant credit, request information, subscribe to marketing or support materials, register yourself or your Mako Networks products, enter contests or participate in surveys, or apply for a job at Mako Networks, we will ask you to provide personal information to complete these transactions. The types of personal information you provide to us on these pages may include contact information such as your name, address, telephone number, and email address; and other unique information such as user IDs and passwords, billing and transaction information, product and service preferences, contact preferences, educational and employment background, and job interest data. Mako Networks may also collect information during your visit to the Site through our Automatic Data Collection Tools, which include Web beacons, cookies, embedded Web links, and other commonly used information-gathering tools. These tools collect certain standard information that your browser sends to the Site such as your browser type and language, access times, and the address of the website from which you arrived at the Site. They may also collect information about your Internet Protocol (IP) address, clickstream behavior (i.e. the pages you view, the links you click, and other actions you take in connection with the Site) and product information. An IP address is a number that is automatically assigned to your computer whenever you are surfing the Web, allowing Web servers to locate and identify your computer. Computers use IP addresses to communicate on the Internet, allowing users to browse and shop. Mako Networks may also use some of these Automatic Data Collection Tools in connection with certain emails sent from Mako Networks and therefore may collect information using these tools when you open the email or click on a link contained in the email.

## How we use your information

The information Mako Networks collects to understand your needs and interests helps Mako Networks deliver a consistent and personalized experience. For example, Mako Networks may use your information to:

- communicate with you about products and services;
- provide service and support;
- bill you for products and services;
- update you on new services and benefits;
- provide personalized promotional offers;
- select content to be communicated to you;

## **Your choices and selecting your privacy preferences**

Mako Networks gives you the choice of receiving a variety of information that complements our products and services. You can subscribe to receive certain product and service specific information and also choose to receive Mako Networks general communications.

You can make or change your choices about receiving either subscription or general communications at the data collection point or by using other methods. This option does not apply to communications primarily for the purpose of administering order completion, contracts, support, product safety warnings, updates, or other administrative and transactional notices as the primary purpose of these communications is not promotional in nature.

The email communications that you receive from Mako Networks will be provided in accordance with this Statement. Some email communications may utilize automatic data collection tools.

### **Subscription communications**

Subscription communications include email newsletters, software updates, etc. that may be sent to you from time to time. After receiving such communications, you may opt out of continuing to receive them by using one of the following methods: Select the email “opt out” or “unsubscribe” link, or follow the opt-out instructions included in each subscription communication. Please be aware that when you opt out of receiving certain subscription communications, it may affect the services you have chosen to receive from Mako Networks where accepting the communications is a condition of receiving the services.

### **Mako Networks general communications**

Mako Networks general communications provide information about products, services, and/or support. This may include new product information, special offers, or invitations to participate in market research. You may opt out of receiving these general communications by using one of the following methods: Select the email “opt out” or “unsubscribe” link, or follow the opt-out instructions included in each communication. Write to, or contact Mako Networks. Be sure to provide your name, email and postal address, and specific relevant information about your privacy preferences.

### **Access to and accuracy of your information**

Mako Networks strives to keep your personal information accurately recorded. We have implemented technology, management processes and policies to help maintain data accuracy. Mako Networks provides individuals with reasonable access to personal information that they provided to Mako Networks and the reasonable ability to review and correct it or ask for anonymization, blockage, or deletion, as applicable. To protect your privacy and security, we will also take reasonable steps to verify your identity, such as requiring a password and user ID, before granting access to your data. To view and change the personal information that you directly provided to Mako Networks contact Mako Networks.

### **Integrity and retention of personal information**

Mako Networks makes it easy for you to keep your personal information accurate, complete, and up to date. We will only retain your personal information for the period necessary to fulfill the purpose outlined in this Privacy Statement unless a longer period is required or permitted by law.

Protection of personal information Mako Networks takes seriously the trust you place in us. To prevent unauthorized access or disclosure, to maintain data accuracy, and to ensure the appropriate use of the

information, Mako Networks utilizes appropriate physical, technical and administrative procedures to safeguard the information we collect. We use encryption designed to make the information unreadable by anyone but us when collecting or transferring sensitive information such as credit card information.

### **Changes to this Statement**

If we change our Privacy Statement, we will post the revised statement here, with an updated revision date. If we make significant changes to our statement, we may also notify you by other means, such as sending an email or posting a notice on our website.

### **Contacting us**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held).

We will respond to your request promptly. Normally, we aim to provide a complete response, including a copy of your personal data within three business days. In some cases, however, particularly if your request is more complex, more time may be required, up to a maximum of three months, from the date we receive your request. You will be kept fully informed of our progress.

We value your opinions. If you have comments or questions about our Privacy Statement, please send them to Mako Networks at:

securityteam@makonetworks.com or

Mako Networks, Inc. 1355 N. McLean Blvd. Elgin, IL 60123.