

Metrological Privacy Statement

1. RESPONSIBLE METROLOGICAL ENTITY

At Metrological, trust is a core value. This Metrological Privacy Statement (“**Privacy Statement**”) describes our privacy practices for the activities set out in this Privacy Statement. Please read this Privacy Statement carefully to learn how we collect, use, share and otherwise process information relating to individuals (“**Personal Data**”), and to learn about your rights and choices regarding our processing of your Personal Data. “**Metrological**”, “**we**” and “**us**” refers to Metrological Media Innovations B.V. and its affiliates, having its principal place of business at Mariniersweg 151, 3011 NK Rotterdam, the Netherlands.

2. PROCESSING ACTIVITIES COVERED

This Privacy Statement describes how your Personal Data is collected, processed and protected when:

1. we use your Personal Data for marketing purposes;
2. you use the Metrological Dashboard which we, amongst others, offer to content providers, Lightning Partners, Lightning Certified Developers and/or app store operators;
3. you use the support forum which we offer to the Lightning (app dev) community;
4. you fill out any of our web forms or request user support, or if you contact us by other means;
5. we invite you to participate in a customer satisfaction survey.

This Privacy Statement is not applicable for Personal Data processed on Metrological Application Platform. This Privacy Statement is not applicable to job applicants or employees at Metrological.

3. THE TYPES OF PERSONAL DATA WE COLLECT

For the purposes set out in this Privacy Statement, we collect and process the following data:

1. If you express an interest in obtaining information about our services, or you are subscribed to our marketing and email newsletters, you voluntarily share your contact information with us at an event, training and or webinar, request customer support, use our web forms or similar features, or download certain content. We collect your contact information, such as your name, gender, job title, company name, address, phone number and email address; and
2. If you use our online dashboard or support forum we will collect your login details, IP address, user settings, browser data and your actions on this forum, such as webpage visited, number of visits, etc. If you register for our support forum, we may ask you to provide a username, photo and/or biographical information, such as your occupation, social media profiles, company name and areas of expertise. We will also collect all other information that you voluntarily share on this forum, such as comments you place, questions you ask or answers you submit. We will also process your login details for this forum.

4. WHY AND HOW WE PROCESS YOUR DATA

We process Personal Data about you for the following purposes:

1. **Metrological Dashboard.** Metrological processes your Personal Data in order to make sure that you will be able log in to the dashboard and utilise the functionality. We also use the data to provide the Lightning Partners, Lightning Certified Developers, content providers and the app store operators insights at their request of the usage of their app and app store(s), and/or

to develop and test their app(s) running on Lightning framework. This functionality is made available: <https://dashboard.metrological.com>.

2. **Support Forum.** Metrological processes your data in order to make sure that you will be able to properly use the support forum functionality and to allow you to create a username which identifies you in the discussion forum and permits you to ask and respond to questions and to place comments.

5. WHO WE SHARE PERSONAL DATA WITH

We may disclose Personal Data to the following categories of recipients:

- **Third-party service providers.** We use service providers, which are not part of the Metrological corporate family, to support us in providing our services and to operate our business, for example hosting services. All service providers are contractually required to continue to adequately safeguard your Personal Data.
- **Competent authorities.** We disclose Personal Data to law enforcement insofar as it is required by law or is strictly necessary for the prevention, detection or prosecution of criminal acts and fraud or if we are otherwise legally obliged to do so.

6. HOW LONG WE RETAIN YOUR PERSONAL INFORMATION

We retain your Personal Data as long as necessary for the purposes for which it was provided or to comply with any legal requirement; on our backup and disaster recovery systems in accordance with our backup and disaster recovery policies and procedures; and for as long as necessary to protect our legal interests or otherwise pursue our legal rights and remedies.

7. INTERNATIONAL TRANSFERS

The processing of Personal Data as described in this Privacy Statement may include overseas transfers of Personal Data to countries where laws regarding personal data may be different from European standards. We implement appropriate safeguards to protect your personal information as required by relevant law, including supplemental measures, if we transfer your personal information outside of the EEA, UK, or Switzerland.

8. YOUR RIGHTS OVER THE PERSONAL DATA WE HOLD

We have created mechanisms to provide you with control over your Personal Data. For more information about your rights if you are an EEA, Switzerland, or United Kingdom resident and how to exercise them, please see the Additional information regarding EEA, Switzerland, and United Kingdom residents' privacy rights section at the following [link](#).

9. CONTACT US

For any of your requests in regard to this Privacy Statement or if you have a complaint, or to exercise your rights please contact DPO_metrological@comcast.com.

Metrological Media Innovations B.V.
Mariniersweg 151
3011 NK Rotterdam, the Netherlands

We are committed to working with you to obtain a fair resolution of any complaint or concern about your data. If, however, you believe that we have not been able to assist with your complaint or concern, you have the right to lodge a complaint with the competent supervisory authority.

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