

Cookies Policy

eLoxx 365 Cloud Application

This Cookies Policy is also a part of the Privacy Policy of the eLoxx 365 platform (hereinafter, the "Platform") available on the website located at the URL <https://eloxx.enviso.io> (hereinafter, the "Website").

In order to enable the user to browse the Platform, Gantner Electronic GmbH (hereinafter, "Gantner"), as owner of the Website and the App, with registered office at Bundesstraße 12, 6714 Nüziders (Vorarlberg) – Austria, informs you that it uses Cookies and technologies with similar functionalities (hereinafter, "Cookies").

In this sense and with the aim of guaranteeing the user (hereinafter, the "user" or "users") all the information necessary for correct navigation, we make available to the user the following information on what Cookies are, what type of Cookies exist on the Platform and how they can be configured or disabled.

1. What are Cookies?

Cookies, pixels or similar technologies are considered web tools that allow storing and retrieving information from users in order to offer them a better experience in the use and navigation of the Platform.

In this sense, Cookies fulfil different functionalities depending on their nature and the way they are implemented in the Platform.

Cookies are essential for the operation of the Internet; they cannot damage the user's computer/device and, if activated in the settings of your browser, help us to identify and resolve possible errors in the operation of the Website. Cookies serve many purposes, including allowing you to navigate between pages efficiently, remembering your preferences and generally improving your user experience. They also help ensure that the ads you see online are the ones most relevant to your interests.

Based on the above, the Cookies used in the Platform will be explained in detail:

> **Cookies**

A cookie can be defined as a small text file or device of general use that is downloaded to the User's terminal equipment when browsing the Platform in order to store data that can be updated and retrieved by the entity responsible for its installation to improve browsing and the user's experience. Currently, all websites, regardless of the service they provide, use Cookies, i.e., they store a minimum amount of information on the use made by the User.

> **Pixels and similar technologies**

Pixels are Cookies introduced on the Platform, usually by inserting a small piece of source code that allow the Platform to transfer and/or collect information by means of a request to the server linked to this pixel to see whether you have interacted with specific web or email content - as do many other services. This helps us to measure and improve our services and to personalize your experience, including the ads and content you see.

Specifically, Gantner uses its own Cookies generated directly by this domain and third-party Cookies generated from other websites that do not belong to Gantner, but to third parties, for the specific purposes that are set out below. If Gantner uses other Cookies in the future with the purpose of providing more and better services, the user will be informed about it.

2. Use of Cookies by eLoxx 365

2.1. Technical Cookies

These are Cookies that allow the user to navigate through the Website and use the different options or services that exist therein, such as, for example, controlling traffic and data communication, identifying the session, accessing restricted access areas, remembering the elements that make up an order, carrying out the purchase process of an order, managing payment, controlling fraud linked to the security of the service, make the application for registration or participation in an event, count visits for the purpose of billing licenses of the software with which the service works (website, platform or application), use security features while browsing, store content for broadcasting videos or sound, enable dynamic content (for example, animation of loading a text or image) or share content through social networks.

Gantner does not need your consent to install Cookies on your device that are necessary to activate the functionalities of the Website, and when their use is based on the need to provide the requested services. If you disable or block all Cookies in your device, your navigation through the Website may be affected and some of the features available on the Website may not work properly.

List of technical cookies

> **Google reCAPTCHA:**

Gantner uses "Google reCAPTCHA" (hereinafter "reCAPTCHA") to protect the Website. The provider is Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). reCAPTCHA is used to determine whether data entered on the Website (e.g., via a form) is submitted by a human or an automated program. For this purpose, reCAPTCHA analyzes the behavior of Website visitors based on various characteristics. This analysis begins automatically as soon as the Website visitor enters the website.

To perform this analysis, reCAPTCHA evaluates various information, including:

- IP address
- Time spent on the website
- User mouse movements
- Browser type and version
- Operating system

The data collected during the analysis is transmitted to Google.

The use of reCAPTCHA is intended to protect the Website against spam and bot attacks.

The reCAPTCHA analysis runs entirely in the background; Website visitors are not informed that such an analysis is taking place.

Legal Basis

Data processing is based on Art. 6 (1) lit. f GDPR.

Gantner has a legitimate interest in protecting its online services against abusive automated surveillance and spam.

Storage Period

The data will be deleted as soon as they are no longer required for processing.

2.2. Analytical Cookies

These Cookies collect information about how visitors use the Website, for example, which pages they visit most frequently, whether they receive error messages from websites, which sections of the Website they access or which buttons on the Website they click. The function of these Cookies is to obtain statistics and reports that allow to improve the operation and functionalities of the website.

These Cookies are only installed on the user's device when the user has accepted them (Art. 6 (1) lit. a GDPR).

List of analytical cookies

- > **Datadog Real User Monitoring (RUM):** Gantner uses Datadog RUM, a web analytics service provided by Datadog Inc., where data is collected by cookies about your use of our Website (including your IP address). This information will be transmitted to and stored by Datadog on behalf of us. We use website analytics for the purpose of evaluating usage of the Website's features to improve the Website and develop new features as well as troubleshooting. More information about how Datadog uses cookies can be found at https://docs.datadoghq.com/data_security/real_user_monitoring/.

3. Retention Periods

We will store your personal data collected through Cookies for as long as is necessary for the purposes for which it is processed. Depending on the country from which you access the Website or App, the retention period for the storage of Cookies may differ from each other. In any event, the maximum retention period of Cookies will be two (2) years.

However, in certain jurisdictions, the legally established period may be shorter, and will therefore be limited.

4. International Transfers

Some of the personal data obtained through third-party Cookies may be subject to international data transfers, in which case we guarantee that the necessary safeguards will be adopted to protect the confidentiality, integrity and availability of the data. For further information on the international transfers made by each third party, please access their Privacy policies shown in this Cookie Policy.

5. How to accept, reject, block or delete Cookies

You can set your preferences and configure the use of Cookies in the settings panel available in the Platform. Consent for strictly necessary cookies cannot be withdrawn since they are necessary for the functionality of the Websites.

In addition, you can block or delete Cookies from your browser's settings tools, or you can set your browser to alert you when a server wants to save Cookies:

If you use Microsoft Edge, you will find the option in the menu Settings > Privacy, search, and services > Cookies. To find out more visit: <https://support.microsoft.com/de-DE/edge/manage-cookies-in-microsoft-edge-view-allow-block-delete-and-use>.

If you use Firefox, you will find the option in the menu Tools > Options > Privacy > Cookies. To find out more visit: How to accept, reject, block or delete Cookies <https://support.mozilla.org/en-US/kb/block-websites-storing-cookies-site-data-firefox> and <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>.

If you use Chrome, you can find the option in the Options > Advanced > Privacy section. To find out more: <https://support.google.com/accounts/answer/61416?hl=en&sjid=17541849181566228735-EU>

If you use Opera, under the Security and Privacy option, you can configure the browser. To find out more visit: <https://help.opera.com/en/latest/web-preferences/#cookies>

If you use Safari, you will find the option in the Preferences/Privacy menu. More information can be found at: <https://support.apple.com/en-gb/HT201265>

6. Users' rights and additional information

You can obtain more information about the processing of your data by Gantner, as well as how to exercise your rights in our Privacy Policy.

You can also contact Gantner by email: privacy@gantner.com

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