Privacy Policy

Effective Date: June 2018

At CopperTree Analytics Inc. we understand your concerns around data security and data privacy, and are committed to keeping all your data safe, not only your building energy data, equipment data and building automation data, but also any personal data we may collect. CopperTree Analytics Inc. acknowledges the need to protect your personal information and to comply with the most stringent data privacy laws and regulations.

Please take the time to review our Privacy Policy detailing how we collect, use and disclose personal information, as well as a section on your data rights and how you can exercise them.

How we collect information and what kind of information we collect?
CopperTree Analytics collects information in two ways – provided directly by you or a partner company providing services to you, and automatically through your web browser.

Information you provide may include the following:

- Personal data – Full Name, Legal Business Name, Position, Title, Photo, Signature
- Contact data – Phone Numbers (e.g. Cell Number, Fax Number), E-mail Address, Physical Address

Personal information is typically collected through our Contact Us form in our corporate site or Customer Account Application Form to setup new clients, through our customer solutions and training platforms, and through the User Management web interface in our analytics platform. Your personal information will be kept while you remain a client or end user of CopperTree Analytics’ products and services, and will be removed on request as described in the section below on How do you exercise your data rights?

Information collected automatically by the web browser you use to access every publicly accessible website may include the following:

- Internet Protocol (IP) address, date and time, and for how long a site was accessed
- Browser type, language setting, operating system
How is your information used?
All the information collected by CopperTree Analytics is needed to provide a personalized service, understand your needs and continue to enhance our services for a better user experience. CopperTree Analytics would therefore, from time to time:

- Provide company updates, including events and press releases
- Provide product updates, including new and enhanced features, and release notes
- Use the information to run analytics in order to improve our products and services
- Send promotional emails about new products, services, and special offers

How do we use cookies in our web products and services?
Cookies, more formally known as HTTP cookies, are used to enhance the user’s experience while interacting with all websites managed by CopperTree Analytics. A cookie is essentially a small piece of data sent from the website being accessed, stored within your computer or device, and used by the web browser in that computer or device to record and track your browsing activity. For example, cookies allow you to seamlessly navigate our corporate website and login onto our analytics platform and our support site and experience the entire web application.

As a user, you may choose to disable the use of cookies, or to alert you when cookies are being used by your web browser. Please be aware that by refusing the use of cookies, some parts of the website or web application will not function as intended.

How is your information disclosed?
CopperTree Analytics does not sell, rent, lease or distribute your personal information to any third party. CopperTree Analytics would only disclose your personal information shall it be required by law, or permission has been acquired beforehand.

Should you require access to your personal information, please follow the section herein titled how do you exercise your data rights?
What are your data rights and are we in compliance with them?
The European Union’s General Data Protection Regulation (GDPR) recognizes eight data rights all users must have.

At CopperTree Analytics, our commitment is to fully comply with those rights as described in the European Commission’s website [1]:

You have the right to:

1. **information** about the processing of your personal data;
2. **obtain access to** the personal data held about you;
3. ask for incorrect, inaccurate or incomplete personal data to be **corrected**;
4. request that personal **data be erased** when it’s no longer needed or if processing it is unlawful;
5. **object** to the processing of your personal data for marketing purposes or on grounds relating to your particular situation;
6. request the **restriction** of the processing of your personal data in specific cases;
7. receive your personal data in a machine-readable format and send it to another controller (**data portability**);
8. request that decisions based on **automated processing** concerning you or significantly affecting you and based on your personal data are made by natural persons, not only by computers. You also have the right in this case to express your point of view and to contest the decision.


How do you exercise your data rights?
Data collection transparency is our commitment to you. If you have any questions or concerns regarding this Privacy Policy, please contact CopperTree Analytics at privacy@coppertreeanalytics.com, or at any time should you need to:

- Know how your personal information is used
- Request access to your personal information
- Correct errors in your personal information
- Request the deletion of your personal information
- Opt out of any marketing communication
- Withdraw your consent to the use of your personal information
- Restrict the processing of your personal information
- Provide us with feedback regarding the use of your personal information
Privacy Policy Changes
CopperTree Analytics reserves the right to change this Privacy Policy at any time. Any changes we make to this Privacy Policy will be available online.