

Mobile Application Privacy Policy

Last modified: 01st June 2018

Introduction

Hitachi High Tech Analytical Science UK, registered in England with Company Number 10707125, located at Tubney Woods, Abingdon, Oxon OX13 5QX, England ("**Company**" or "**We**") respect your privacy and are committed to protecting it through our compliance with this policy. This policy describes:

- The types of information we may collect or that you may provide when you download, install, register with, access or use the software in our products (the "Equipment").
- Our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies only to information We collect in this Equipment and in e-mail, text and other electronic communications sent through or in connection with this Equipment.

This policy DOES NOT apply to information that:

- We collect offline or on any other Company apps or websites, including websites you may access through this App.
- You provide to or is collected by any third party (see ["Third Party Information Collection"](#)).

Our websites and apps and these third parties may have their own privacy policies, which We encourage you to read before providing information on or through them.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. This policy may change from time to time (see ["Changes To Our Privacy Policy"](#)). We will notify you when we make changes to this Privacy Policy, so please check the policy periodically for updates and especially when we inform you that we have updated it. If you no longer agree to the Privacy Policy please let us know by contacting: contact@hitachi-hightech-as.com

Information We Collect and How We Collect It

We collect information from and about users of our Equipment:

- Directly from you when you provide it to us.
- Automatically when you use the Equipment.

Information You Provide to Us.

When you use the Equipment, We may ask you provide information:

- By which you may be personally identified, such as name, company name, postal address, e-mail address, telephone number or any other identifier by which you may be contacted online or offline ("**personal information**").
- That is about you but individually does not identify you, such as job role, industry type, other measurement instruments used.

This information includes:

- Information that you provide by filling in forms relating to the Equipment. This includes information provided at the time of subscribing to our services and requesting further services. We may also ask you for information when you report a problem with the Equipment.
- Records and copies of your correspondence (including e-mail addresses and phone numbers), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Location coordinates, measurement results and associated data (such as chemistry, measurement error, grade identification, sample name, date, time, methods used and sample tags), photographs, statistics and diagnostics data.

Automatic Information Collection And Tracking.

When you use the Equipment, it may use technology to automatically collect:

- **Usage Details.** When you use the Equipment, We may automatically collect certain details of your use of the Equipment, including traffic data, location data, logs and other communication data and the resources that you access and use on or through the Equipment.
- **Device Information.** We may collect information about your mobile device and internet connection, including the device's unique device identifier, IP address, operating system, browser type, mobile network information and the device's telephone number.
- **Stored Information and Files.** The Equipment also may access metadata and other information associated with other files stored on

your device. This may include, for example, photographs, audio and video clips, personal contacts and address book information.

- **Location Information.** This Equipment collects real-time information about the location of your Equipment through the built-in GPS location feature of your device.
- **Information collected by means of connection to the Equipment:**
 - Measurement data, both compositional and spectral
 - Time, date and location of measurements
 - Service information including the Equipment parameters during measurement
 - Methods and configuration information
 - Images attached to measurement records

If you do not want us to collect this information do not use the Equipment.

How We Use Your Information

We use information that We collect about you or that you provide to us, including any personal information, to:

- Provide you with full use of the Equipment and its features, and any other information, products or services that you request from us.
- Give you notices about your subscription, including expiration and renewal notices.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- Notify you when the Equipment updates are available, and of changes to any products or services we offer or provide though it.
- Provide you with a repository of measurement data
- Provide you with a report generating facility
- Provision of back-ups to recover Equipment hardware or software faults
- To provide diagnosis of Equipment faults
- To inform our product development programme
- To provide you with notifications of Equipment warranty status

- To provide you with indications of Equipment condition

The usage information we collect helps us to improve our Equipment and to deliver a better and more personalized experience by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Equipment according to your individual interests.
- Speed up your searches.
- Recognize you when you use the Equipment.

We use location information we collect to:

- Allow users to associate measurements with locations
- Provide users with local contact details for support
- Assist with the relocation of misplaced or lost instruments

We may also use your information to contact you about our own goods and services that may be of interest to you. If you do not want us to use your information in this way, please check the relevant box located on the form on which we collect your data.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual or device..

In addition, we may disclose personal information that we collect or you provide:

- To Hitachi High-Tech Analytical Science Limited, Hitachi High-Tech Analytical Science GmbH, Hitachi High-Tech Analytical Science Shanghai Co. Limited, Hitachi High-Tech Analytical Science America Inc., and Hitachi High-Tech Analytical Science Finland Oy.
- To contractors, service providers and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of the Company's assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which personal information held by the Company about our Equipment users is among the assets transferred.

- To fulfill the purpose for which you provide it
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- To comply with any court order, law or legal process, including to respond to any government or regulatory request.
- To enforce our rights arising from any contracts entered into between you and us, and for billing and collection.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

Your Choices about Our Collection, Use and Disclosure of Your Information

We strive to provide you with choices regarding the personal information you provide to us. This section describes mechanisms we provide for you to control certain uses and disclosures of over your information.

Promotion by the Company. If you do not want us to use your e-mail address or other contact information to promote our own products or services, you can opt-out by sending us an e-mail stating your request to contact@hitachi-hightech-as.com.

Accessing and Correcting Your Personal Information

You may send us an e-mail to contact@hitachi-hightech-as.com to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement.

Changes to Our Privacy Policy

We may update our privacy policy from time to time. If We make material changes to how We treat our users' personal information, We will post the new privacy policy on this page with a notice that the privacy policy has been updated and notify you by e-mail to the primary e-mail address specified in your account.

The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring We have an up-to-date active and deliverable e-mail address for you and for periodically visiting this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at: contact@hitachi-hightech-as.com.

