

Privacy Policy

1. Privacy Policy

Speech Processing Solutions (herein after referred to as “SPS” or “we”) believes strongly in protecting the privacy of the personally identifiable information you share with us. We also believe it is important to inform you about how we will use your personal data, and to give you choices about how those data will be used. Therefore, we encourage you to read this Privacy Policy carefully.

2. Scope of this Privacy Policy

In general, this Privacy Policy applies to all personal information of customers collected or used by SPS or its subsidiaries (SPS). However, some of our websites or data collections work with special kinds of data which require a somewhat different privacy policy. Whenever and wherever that is the case, SPS will make it clear that the privacy policy concerned is different from this general SPS Privacy Policy.

What types of personal data are collected?

“Personal data” are data (usually of registered users) relating to an identified or identifiable natural person and include the following:

- Name;
- Address;
- Telephone number;
- Company name;
- Occupation or professional field;
- Telephone number;
- Email address.

3. Why is it in your interest to share your personal data with SPS?

Sharing your personally identifiable information enables us to offer you a number of benefits. It will make it easier and more convenient for you to:

- Register your purchase so you can receive all the benefits to which your purchase entitles you;
- Request information specific to your interests;
- Participate in online communities;
- Receive personalized messages and special offers that are relevant to your interests;
- Save time by storing your preferences;
- Buy SPS products online.

It will also allow us to conduct market research to help us develop better products, to provide more responsive customer service, and to improve our websites. You may choose to share your information with us in a number of ways online, such as completing a registration form, ordering, buying or testing a product, downloading a software update, entering a contest, registering a purchase, participating in a promotion, or subscribing to a newsletter. You can also share your personally identifiable information with us by returning the reply card that comes with the product you purchased or by communicating with one of our customer care representatives by e-mail, telephone, or in writing. Sometimes SPS obtains your personal data from other parties outside SPS. This includes the buying of a business of which you already are a customer or the disclosure of your personal data by one of our partner companies.

4. Sharing information

With your prior consent your personally identifiable information may be transferred from your home country to other SPS companies around the world, who may communicate with you about our products or special offers you may find useful. If you do not want us to send you personalized offers or information, you can let us know by leaving the appropriate box on the registration form or reply card unchecked. SPS will only share your data with third parties outside SPS in the following circumstances:

- Sometimes SPS sells you a product or offers you a service in a joint marketing effort with other companies. In such cases, your personal data will be shared with these companies. We will always let you know that such relationship exists and who these companies are prior to your registration. Note that these companies often have their own privacy policies that apply to the way they use your personal data. These privacy policies sometimes differ from the SPS Privacy Policy.
- SPS sometimes uses data processors for handling your purchase or request or for processing your data. SPS requires its data processors to adequately safeguard your personal data and not use your data for any other purpose not authorized by SPS.
- SPS will release personally identifiable information if compelled by law.

SPS will not sell or provide your personal data to other third parties allowing them to use your personal data for their own purposes. SPS will not share any personal financial information you provide (such as credit card information) with other parties unless this is needed to handle your order, process our invoice, or prevent or combat fraud. From time to time, this Web Site may provide links to other websites. You should carefully review the privacy policies on those sites; they may differ from the SPS Privacy Policy.

5. "Cookies" and website logging

Some of our Web Sites will send a "cookie", a small text file, to your computer. This allows us to recognize your computer the next time you visit, without bothering you with another request to register. And, if you use an online "shopping cart", cookies allow us to keep track of the products you purchase. If you do not wish to receive cookies, please refer to the "Help" file of your Internet Browser to learn how to either block all cookies or receive a warning before a cookie is stored. To learn more about cookies we encourage you to visit www.cookiecentral.com.

If you visit our Web Sites to browse, read, or download information, we collect and store some "visitor information" from you, such as the name of the domain and host from which you access the Internet, the Internet Protocol (IP) address of the computer you are using, the date and time you access our Web Site, and the Internet address of the website from which you linked directly to our Web Site. We use this information to measure the traffic on our Web Sites and to help us make our Web Sites more useful.

Privacy statement for Google Analytics web analytics service

This Web Site uses Google Analytics, a web analytics service of Google Inc. ("Google"). Google Analytics uses "Cookies". These are text files that are stored on your computer and allow your use of the Web Site to be analyzed. The information the cookie generates on your use of this Web Site is generally transferred to a Google server in the USA, where it is stored. We have activated IP anonymization. If you are using this Web Site within a Member State of the European Union or another country that is a contracting party to the Agreement on the European Economic Area, Google will therefore truncate your IP address before this information is transferred. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and truncated there. Google will use this information on behalf of the operator of this Web Site to analyze your use of the Web Site, compile reports on Web Site activities and provide the Web Site operator with other services related to Web Site and Internet use. The IP address transferred by your browser within the framework of Google Analytics is not combined with other data held by Google. You can block the storage of cookies by configuring the relevant setting in your browser software. However, we would like to point out that in this case you may not be able to use the full functionality of this Web Site. You can also block the collection and processing by Google of the data generated by the cookie

relating to your use of the Web Site (including your IP address) by downloading and installing the browser plug-in available from the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>

Privacy statement for “MaxMind” geolocation service

This Web Site uses the GeoIP2 Precision service provided by MaxMind Inc., 14 Spring Street, 3rd Floor, Waltham, MA 02451, USA. We transfer your IP address to the service provider MaxMind, Inc. (hereinafter “MaxMind”) to determine your approximate location (country). On the basis of this country information we can then make our Web Site available to you in the relevant language. The IP address is transferred to a MaxMind server in the USA, where it is stored. MaxMind is subject to the EU-US Privacy Shield, which guarantees an appropriate level of data protection. Your location data processed in this way are only used for this function. The data will be deleted when you leave the Web Site. Further information on data protection in connection with MaxMind can be found here: <https://support.maxmind.com>. The privacy policy can be accessed at: https://www.maxmind.com/en/geoip2-precision-country-service?pkid_lang=en.

Privacy statement for “Verifalia” email validation service

This Web Site uses the email validation service “Verifalia” provided by Cobisi Research (Via Prima Stratda, 35 – 35129, Padova – Italy). We transfer your email address to the service provider to verify the validity of the address. The data are transmitted to a server in Germany. Cobisi Research is subject to the GDPR, which guarantees an appropriate level of data protection. Further information on data protection in connection with Cobisi Research can be found at: <https://verifalia.com/data-protection-policy>.

6. Safeguarding the information you share with us

We recognize our responsibility to protect the information you entrust to us. SPS uses a variety of secure techniques to protect your information, including secure servers, firewalls, and encryption of financial data and dictations.

SPS websites also may make chat rooms, forums, message boards and/or newsgroups available to you. Please remember that any personally identifiable information you provide in these areas is also available to other users, and you should exercise caution before deciding to disclose it.

7. Your rights

Once you have provided us with your personally identifiable information, you will have reasonable access to that information so you can change or delete it. You may do this by accessing your online profile, or by requesting a copy of your profile at the contact address listed below.

8. Special information for parents

While SPS Web Sites are generally not targeted at children under the age of fourteen, it is SPS policy to comply with the law when it requires that a parent's or guardian's permission is secured before knowingly collecting, using, or disclosing personal information from children under the age of fourteen. We strongly recommend that parents take an active role in supervising the online activity of their children.

9. Supplementary SpeechLive Provisions

SPS provides with the SpeechLive Service an internet-based service. With the SpeechLive Service you have the option to upload your dictations that you have recorded with the SpeechExec software or Philips voice recorder app or uploaded via SpeechLive web access to an online storage provided by SPS. The online storage is hosted on Microsoft servers (Azure system) in three different data centers. SPS uses the Microsoft data center in the USA to store dictations of North American SpeechLive users. For all European SpeechLive users the Microsoft data center in Europe is used and for all Australian SpeechLive users the Microsoft data center in Australia. For additional security and data privacy information of the Azure system please refer to the following Microsoft website: <https://azure.microsoft.com/en-us/support/legal/>.

If you would like to use the SpeechLive service, you must create a SpeechLive account on the SPS website and complete the requested customer information (in particular name, address, email address, industrial sector). To offer this service, we work together with third parties, who make the necessary hardware, software, network, storage, transaction-service and/or associated technology available. For the SpeechLive Web Site these services are provided by Kapsch BusinessCom.

For processing your payment we will forward your personal data to our payment provider mPAY24. For more information about the privacy policy of mPAY24 please refer to the following website: <https://www.mpay24.com/web/en/privacy/>.

Your personal data will be transferred as necessary to the local SpeechLive partner selected by you during the order process for service and support purposes.

If you have purchased the product via one of our partners, SPS has the role of a contract data processor and will only use your data to the extent permitted by law to perform your customer contract.

If you choose to use the SpeechLive service you must activate the SpeechLive functionality of the SpeechExec software. During activation you and the user of the SpeechExec software respectively must accept the displayed privacy policy. Only after doing so can the user upload the dictations to the SpeechLive online storage using the SpeechExec software. The SpeechExec software uploads dictations to the SpeechLive online storage only if the user selects the respective option.

The dictations are encrypted according to the technical standards SSL (Secure Sockets Layer) and https (communication protocol) when they are transferred between the user's computer and the SpeechLive online storage. The dictations are stored in encrypted form on the SpeechLive online storage. The encryption and decryption is done by the SpeechExec software on the user's computer. The encryption is done automatically and cannot be deactivated by the user. Besides, you have the option to additionally encrypt the dictations using SpeechExec software. If this encryption is activated, this will result in a double encryption of the dictations on the SpeechLive online storage.

The dictations can be downloaded and/or deleted from the SpeechLive online storage whenever the authorized user wants to. Modifications of dictations can only be made over the SpeechExec software, the Philips voice recorder app or SpeechLive web access by the authorized SpeechLive user. We recommend you to regularly make backups of your dictations.

For additional information on SpeechLive please visit our website www.speechlive.com.

10. Contacting us

You may contact us at any time via email to privacy@speech.com if you would like to:

- ask us any question regarding our privacy policy;
- request a copy of your personal data, or change or delete your personal data;
- opt-out from receiving any future personalized offers or information from SPS.

11. Our Address

If you have a problem with our use of your information, please let us know and we will make all reasonable efforts to correct it.

Our postal address:
Speech Processing Solutions GmbH
Gutheil-Schoder-Gasse 8-12

1100 Vienna
Austria

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