



# Metalcloud Data Security & Privacy Policy:

## Purpose & Scope

Metalcloud is an online B2B SaaS platform that provides ETL Services. Metalcloud is owned and operated by The Metal Corp, a New Hampshire based company. Metal's Services are delivered through the AWS platform specifically Lambda, RDS, Secrets Manager and Lightsail.

As a company that does business with Metal Corp it is important to know that we are not a data warehouse and limit the sensitive sales opportunity specific information. We do store some personal, company and integration specific information used solely for the direct communication with the users of mETaL for the sole purpose of notification as it relates to the integration or to provide the secure transfer of data between companies. The collection/transfer/retention and usage of integration and personal data associated with our Services are governed by this policy.

For the purpose of this Data Security & Privacy Policy, "Personal Information" means any information relating to an identified or identifiable natural person. "Integration Information" means any information relating to an identified or identifiable company that uses our pay-for services.

## mETaL Platforms

### Metalcloud Engine

Data & Meta-Data Collection and Retention



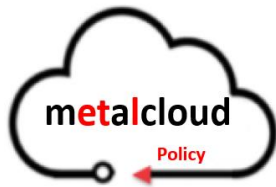
The Metalcloud engine is a serverless isolated ETL platform that creates an “On-Demand” secure, encrypted tunnel to any customer API endpoint. The connection is controlled by you (the customer) through the creation of credentials, tokens and ACLs specific to the connectivity of the mETaL engine. Through the use of these security precautions and constraints, our customers can continue to provide a secure CRM framework to your employees, while allowing the additional benefit mETaL’s sync technology to augment their CRM’s ability to communicate with other Partners.

As a mETaL customer, CRM information is extracted, transformed, and loaded into another approved mETaL customer’s CRM database. Through the ETL process the extraction of data surrounding Products, Pricing, Close Date, Notes and Attachments is not stored. We Do store and send notifications to the users of mETaL via secure email, alerting them to actionable items needed to be performed or validation of proper synchronization. These emails may contain information such as Account Names, Opportunity Names or other descriptive information simply to provide specific identification of the opportunity alerted on to enable the end user to remediate or be notified of an opportunity. These notification emails are also used for troubleshooting purposes.

We DO store non-referenceable meta-data. Meta-data is data that helps facilitate the cross reference of opportunities and related entities. This non-referenceable meta-data allows our engine the ability to determine which integration is being processed and it is important for our customer to understand what that data comprises of. Below is an example of the meta-data we store.

Sample reference data record:

|               |                                      |
|---------------|--------------------------------------|
| ReferenceId   | E776AAEB-DC9D-45DA-ADDB-39B0FC706A0F |
| IntegrationId | 725A738C-4E2C-47D2-99D0-43A4B9F41A60 |
| JobId         | F9D6C432-6F43-4DF6-B1F5-AA8E4046D779 |
| AlphaValue    | 06A1K00000pCAf8UAG                   |
| BetaValue     | QTA03B0C29MJ                         |
| ModifyDate    | 2020-04-17 19:18:59.2733333          |



## Metalcloud Website (metalcloud.com)

### Registration and Customer Support

As a Customer or potential Customer, you may provide us with personal or company related information when you visit our websites, complete a mETaL web or digital form, register to use the mETaL Hub website, request a demonstration, use our Services, respond to an advertisement, contact mETaL for support or other offerings, or attend an event or forum in which mETaL is hosting or participating. During such processes, we collect personal and/or customer Information about you and your company. For example, we may collect your name, company name, address, email, phone number, billing and payment information, position, or title.

### Websites and Cookies

Metalcloud.com is a separate independent secure standard website that is used to provide information about mETaL to our current and prospective customers. We DO use information-gathering tools, such as cookies, to collect information as visitors navigate our website. Through such tools, we receive information about how you use our website. Your browser or device may tell us your internet protocol (IP) address used to connect your computer to the Internet, computer and connection information such as browser type, version, language and time zone settings, browser plug-in types, operating system, and type of device you are using. When you visit a mETaL website, your browser may also tell us information such as the actions you take on our website, the page that led you to our website and, if applicable, the search terms you typed into a search engine that led you to our website. Our servers collect similar information when you are logged into our website or Services.

### Buttons, Tools & Social Networking pages



mETaL websites may include buttons, tools and content that link to other company services (for example, a Facebook "Like" button). We may collect information about your use of these features. In addition, when you see or interact with these buttons, tools, or content, or view a mETaL web page containing them, some information from your browser may be obtainable.

## Public chat, Message Boards and User Postings

You might provide Personal Information through your public participation in chat sessions, message boards, user communities associated with our Services, blogs, online exchanges, or newsgroups on our websites. That information may be available to anyone who has access to the website. This Privacy Policy does not apply to information that you make generally available through such websites.

# Information Security, Storage and Rights

## Security & Storage

We understand that the security of your Personal and Integration Information is important. We implement administrative, technical, and physical security controls designed to protect your Personal and Integration Information from loss, misuse, unauthorized access, disclosure, alteration, or destruction.

## Individual Rights

We respect the rights you may have under certain laws and circumstances to:

- Be provided with a copy of your Personal Information held by mETaL
- Request the correction or erasure of your Personal Information held by mETaL
- Object to the further processing of your Personal Information.



- Request that we restrict the processing of your Personal Information.
- Request that your Personal Information be transferred to a third party.

You may submit a request to us by contacting us at the mETaL contact information provided below. Once we verify your identify, we will assist you with your request.

## Opting-Out of mETaL Communications

You may opt out of receiving communications by unsubscribing to the marketing mailings or newsletters you no longer desire. To unsubscribe, please send an email to [unsubscribe@metalcloud.com](mailto:unsubscribe@metalcloud.com) with “Unsubscribe” in the body, together with a description of the Communications you no longer desire to receive.

## Changes to this Privacy Policy

Occasionally, we may change or update this Privacy Policy. For new users, such changes will become effective upon posting. For existing users, the changes and updates will become effective 30 days after posting and where appropriate may be notified to you by email. We encourage you to periodically review this Privacy Policy for the latest information on our privacy practices.

## Questions or Concerns

For questions related to this Privacy Policy, please contact us at:

The Metal Corp.

Attn: Privacy Office

284 1<sup>st</sup> NH Turnpike

Northwood, NH 03261

Email: [privacy@metalcloud.com](mailto:privacy@metalcloud.com)

Telephone: 1.888.218.9467