

OneLab Privacy Policy

Andrew Alliances SA takes your privacy seriously. We are committed to process any personal information we collect (hereafter generally referred to as information) in full transparency, in accordance with applicable laws and regulations, so as to ensure the accuracy, confidentiality and security of your information.

This privacy notice applies to the information we collect from you as an individual through our website located at <https://onelab.andrewalliance.com> ("Website"). By accessing the Website **you agree with this Privacy Policy** and the processing of personal information described herein. If you do not agree please refrain from accessing this Website.

This privacy notice is dated 31st January 2019. It may be updated from time to time, in which case you shall be notified through a formal notice on our Website of any such modification.

1. What is personal information?

Personal information is any information that can enable the identification of an individual. Information may, as such, enable your identification (like your first and last names, email address or social security number), or may enable such identification and provide information when combined with one another. In so far as any such information may enable to identify you as a person, whether taken separately or combined with one another, it shall be considered as personal information.

2. What information do We collect from you?

Information that we may collect through your accessing, browsing and/or using our Website may typically consist of information:

- **Information you give us:** browsing our website enables you to create an account, which will require your providing us, at your own will and thus with your consent, the following information to enable you to access and use the website:
 - Full Name
 - work email
 - crypted password
 - ID and name of labs for which you are administrator, member or operator
 - ID and name of a protocol
 - storage space used by a protocol

- ID of an experiment corresponding to a protocol ID
- storage space used by each experiment
- number of reagents created or used by a protocol
- type and number of devices, consumables, tools and accessories used by each protocol and experiment
- serial number, license key, activation key and OS+ version for devices accessed or accessible by the Authorized User
- IP and user agent for each session
- login and logout activity
- non-OneLab external links accessed
- global storage space occupied
- Software and device errors, failures and crashes

Further information might be provided when you exchange with us through our contact and support page or otherwise, in which case such processing will be initiated by you, at your own will and thus with your consent.

- **Information we get from your accessing and using our Website.** This information which, other than your internet protocol address, does not contain personal information, includes:
 - *Usage information:* anonymous information about the pages used through Google Analytics
 - *Log information:* information automatically collected when you browse our Website in server logs include your internet protocol address and device event information (such as crashes, system activity, browser type, browser language as well as date and time of your browsing activities).
 - *Cookies and similar technologies:* cookies or similar technologies are used to collect and store information when you visit our Website to identify your browser or device. In order to obtain more information and in order to learn how and to what extent you can avoid such automatic collection of information please refer to our Cookie Notice <<https://www.andrewalliance.com/onelab-cookie-policy.pdf>>.

3. Why do we collect such information?

Such information is collected to achieve the following purposes:

- To enable us to provide you the OneLab Services;
- To answer to your queries when you contact us directly.

Such processing is based upon performance of the contract you willfully enter with us, either as a “Use License” or as a “Connected License”. In both cases, you may at any

time decide to delete your account and prohibit us to further process your information; provided, however, that you shall then not be able to further access and use the OneLab Services.

We will not attempt to access or allow access to your Content, as defined in the Website Terms of Use, and related information that is not required for the performance of the Services, or to prevent or address service or technical problems, the management of servers, connections and networks, providing technical and networking service, maintaining operations as well as troubleshooting hardware issues (in which case such access shall be duly documented, for instance through ticketing), or at your request in connection with customer support matters.

4. Who might we share your information with?

We may disclose and share some of your information with:

- Service providers and processors we may engage with to provide services to us on our behalf, such as hosting or support of our Website, or payment processors in case of a Connected License. In providing their services, these providers may access, receive, maintain or otherwise process your information on our behalf. Our contracts with these providers do not permit use of your information for their own purposes, including their marketing purposes. Consistent with applicable legal requirements, we take commercially reasonable steps to require third parties to adequately safeguard your information and only process it in accordance with our instructions.
- Any third party to which we are ordered to disclose such information as a result of a Court order, governmental authority and/or by law.
- Any relevant entity for emergency purposes that compel such disclosure.
- Affiliates: We reserve the right to share your information with our direct and indirect affiliates for all purposes described above in the section "3. Why do we collect such information?". Whenever we share Personal Data with affiliates, we request from them that they commit themselves to process information in line with this Privacy Policy only.

5. Where will my information be stored?

We take steps to ensure that the information collected under this privacy notice is processed according to the provisions of this notice and the requirements of applicable law wherever the data is located.

Your information will be stored and normally processed from and in the European Economic Area (EEA). Notwithstanding this, depending upon the location of our service providers, your information may occasionally be processed outside of the EEA.

When we transfer information outside of the European Economic Area, we shall only do so in accordance with the law, notably by entering into data transfer agreements and Standard Contractual Clauses with the relevant entities.

6. How do we protect your information?

We are committed to protecting the security of your personal information.

We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, modification or disclosure to an appropriate level depending upon the sensitivity of the information.

We further contractually ensure that any third party (as described above) equally processes your personal information in a secured way to ensure its confidentiality and integrity.

Should there be any breach, we shall notify you in accordance with our legal obligations without undue delay but in any case within seventy-two hours after having become aware of such breach.

7. How long do we retain your information?

We shall retain the information you provided to us as long as you have an account with us, i.e. until your license to access and use the OneLab Services is terminated, plus any time as may be required by law (for instance for tax or accounting purposes).

8. How can I access the information you hold about me?

Should you have any question related to such processing or to this privacy notice, including so as to have access to such information and to require, to the extent entitled by applicable law, its rectification, erasure, objection or restriction, as well as its portability, you may contact us by sending an email to: contact@andrewalliance.com.

As any individual, we draw your attention upon the fact that you are entitled to lodge a complaint with a supervisory authority should you consider that we do not to process your information in accordance with applicable laws and regulations and did not respond to your request in a satisfactory way.

10. Controller and Representative

The controller of information collected through the Website is Andrew Alliance SA, Chemin Grenet 21, 1214 Vernier, contact@andrewalliance.com.

For the European Economic Area, we appointed the following data protection representative: Andrew Alliance France, 10 rue Gaston Levy, 92330 Sceaux – France, <contact@andrewalliance.com>.

11. Governing Law and Jurisdiction

Any dispute arising out of or related to this Policy shall be subject to Swiss Law, at the exclusive of its Private International Law Statute and shall be submitted to the exclusive jurisdiction of the Court of Justice of Geneva, Switzerland, to which the parties hereby irrevocably agree to be submitted.