

Aiken Workbench V2 requires a semi-permanent connection of your servers to the Internet, in order to run a seamless license verification, and to provide you with some advanced capabilities. As it is widely known, it is technically feasible for any software product running on a computer to collect and transfer the information it handles locally to a server located anywhere on the cloud, once a connection channel has been established. Aiken believes that you, as a customer, have the right to know what kind of data is transmitted and for what purposes when you operate our products, both during user-initiated actions and during background operations.

We strictly adhere to the following general rules:

1 Any data transmitted by your servers always serves the ultimate purpose of providing you with a better product or service. Aiken will never use any data generated by your servers, whether in discrete or aggregated form, to serve any other purpose, without your prior and written consent.

2 Aiken is obliged to maintain technical measures to ensure data security in their own servers, so as to protect your business data from third party access. In the unlikely event that any of our servers is compromised, you have the right to be immediately informed of the exact datasets that may be in possession of unauthorized third parties.

3 Aiken will permanently remove all the data collected from your servers as soon as you manifest your will to discontinue your subscription to our software. If you have been using our product under a free L1 license, your data will be permanently and automatically erased after three months from your last connection.

The rules above apply to the data automatically collected from your servers while they are running our software, not to any other types of information that you may have provided to us during the course of our business relationship, or that we may have obtained from your web site or from other legitimate sources.

Main Server Installer

When you install a Main Server we collect the following data:

- Local IP address assigned to the server
- Date and time of the installation
- Server model, processor and RAM size
- Machine ID (generated license key linked to your LAN MAC address).
- Software version installed

Purpose: License key verification, technical support

Retention: Permanent

- Installation log, which includes several technical validations and their result.

Purpose: Installation troubleshooting

Retention: 7 days

Image Server Installer

When you install an Image Server, we update the following record:

- Image Server counter on the Main Server record.

Purpose: License key verification, technical support

Retention: Permanent

- Installation log, which includes several technical validations and their result.

Purpose: Installation troubleshooting

Retention: 7 days

Main Server License Verification

Whenever your license needs to be verified, we send your encrypted local key to our License Verification Service and we return an *OK* or *Fail* message to your server.

No information is stored on our servers.

Operation Counters

Every 24 hours and whenever your server is started, we collect several internal counters and transmit them to our servers. These counters are:

- Cumulative number of times that you have started PC Auditor, Hardware Auditor and Mobile Auditor since your Main Server ID was first used.
- Cumulative number of audits saved by PC Auditor, Hardware Auditor and Mobile Auditor since your Main Server ID was first used.
- Total number of images stored on your local servers.
- Total number of images restored since your Main Server ID was first used.

Purpose: Technical support, license verification (L1)

Retention: Permanent

Software version check

Every 24 hours, whenever your server is started, or when you manually click on the *Check for software updates* link on the server console, the current version of your software is sent to our Software Updater service, and it returns a positive message if a new version is available.

Every time any of the components for Windows, Macintosh or Linux are started, or when you manually select *Software Updates* on the *Help* menu, the current version of your software is sent to our Software Updater service, and it returns a message if a new version is available.

No information is stored on our servers.

Software update

When you are notified of an available software update for your Main or Image server and you approve to apply it, we will collect the following data:

- New software version installed.

Purpose: Technical support

Retention: Permanent

- Installation log, which includes several technical validations and their result.

Purpose: Installation troubleshooting

Retention: 7 days

Feedback form

When you fill in and send a Feedback form from any of the client modules of the Workbench, an e-mail message is sent to the address support@aiken.es and is then redirected to several Aiken employees. The e-mail will contain the information you manually entered and the specifications of the computer or device that you were auditing when you clicked on the *Feedback* button.

The message will not include any information that might be used to uniquely identify the computer or device, such as a serial number or IMEI.

No information is stored on our servers. The automated e-mails will be handled by each employee like any other e-mail directly received from you, according to sensible and commonly accepted business practices.

Remote access to your servers

On occasion, Aiken technicians will need to access your servers remotely by using *TeamViewer*, a widely used third-party software. For your convenience, our servers include the distributable client module of the software, which is only started on-demand by clicking on the *Activate remote support* link, available both on the Main Server and on the Image Server consoles.

When you initiate the client module and provide us with the ID and password supplied by *TeamViewer*, our technicians can gain keyboard control of your servers. Some support operations may require the technician to download files to your server or upload files to the technician's computer. These files will most likely be binaries, configuration files or output text files obtained from running system commands. The technician may also need to access the tables in your MySQL database that contain configuration information. In case we need to export and upload any contents of your database, we will first ask for your permission, and the data uploaded will be immediately erased once the technical support has been completed.

TeamViewer generates a new password every time you initiate the client module, so, for your security we suggest you close the module after every connection. However, Aiken's technicians are not allowed to establish a connection to your servers, even if you have facilitated your ID and password, unless you are present during the process, or you have instructed us to do so in urgent interventions. All the activities performed by the technicians on your servers can and should be monitored by watching your computer screen while the work is in progress.

Aiken takes the protection of your business data very seriously. Please address any concern or suggestion regarding data protection directly to Aiken's Managing Director, Juan-Carlos Font, at jfont@aiken.es.