

Ark Technology Labs LLC Privacy Policy

August 13, 2025

Privacy Policy

This policy describes how Ark Technology Labs LLC (Ark) and its affiliates collect, use, share, and process information that identifies an individual and is considered Personally Identifiable Information (“PII”) or other forms of private information when utilizing Ark-provided and customer-purchased or customer-subscribed online or offline software services. This includes both evaluation and non-evaluation use of the aforementioned Ark services. This policy does not cover PII obtained and managed by third parties acting as intermediaries or managed service providers where Ark is not the controller of the customer interaction either directly or indirectly through Ark arrangement and approval. Changes to this policy will be provided to customers through established policy outlets for Ark. Ark reserves the right to modify this policy at any time and recommends customers regularly review the policy frequently in order to be up to date on how Ark presently handles customer information. Changes to the privacy policy will hold change notification numbers or dates to denote versioning of the policy.

Intent of Data Collection

Personal data may include, but is not limited to, names, titles, company names, position titles, email and postal addresses, phone numbers, device and system information. Ark provides best effort to process information in non-personal format, aggregating data when possible to prevent association with individuals while maintaining relevance to improve services provided to customers. Where collection is supplied and consented by individuals for furthering understanding of Ark products and services, individuality of data will serve the purpose of providing the requested detail only. This request for information is consent, and allows Ark to process personal data in regard to requested actions. Some personal details may be required in the process of obtaining Ark goods or services. In such cases, Ark has a related business interest to process personal data and requires this data in order to perform services, provide support and other required actions adequately.

Sources of Data Collection

Personal data may be obtained and shared from direct interaction as well as indirect through affiliate partners. Information obtained and shared in this way adheres to the Intent of Data Collection to improve and operate existing services for related customers and is not intended for resale or expansion of intent. Information may include, but is not limited to: Personal data provided to Ark, data posted to public internet sites, data available through social media, data collected when providing technical support or service and website interactions, data obtained through general correspondence. Other data may also be collected through automatic means while using Ark products and services, generally for the intent of stable operation and improvement of those products and services.

International Data Management

Ark complies with US and international law where applicable. Data deemed to have alternate legal classifications and protections will be governed as required by law. Ark endeavors to self-certify by standards within the EU-US Privacy Shield Framework as generated by the US Department of Commerce.