

Saratoga Benchmarking Privacy Statement

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Introduction

Saratoga Benchmarking is an offering of PwC Product Sales LLC a member of the PricewaterhouseCoopers global network of firms. Each PricewaterhouseCoopers member firm is a separate legal entity. For further details, please see www.pwc.com/structure.

PwC is strongly committed to protecting your privacy. Please review this privacy statement (“Privacy Statement”) for an explanation of the privacy practices of PwC Product Sales LLC (“PwC”, “we”, or “us”) for Saratoga Benchmarking (referred to as the Application). This Privacy Statement explains the types of information we collect when you access or use Saratoga and how we use, share, and protect that information.

Note, this privacy statement applies solely to Saratoga Benchmarking and does not apply to other PwC websites or applications. Further, this privacy statement does not apply to information we may collect offline.

Information Collection

When you access or otherwise use our [Site/Application], we will collect information about you and how you interact with our Site/Application. We collect information about you through: (1) information you provide; (2) automatic tracking technologies; and (3) third parties.

Information You Provide

When you access our Application, you may choose to provide information about yourself such as your: name, email address, company name. By way of example, you may choose to provide your information in the following circumstances:

- To register or otherwise access the Application.
- Request support
- Contacting us for further information

PwC does not intend to collect sensitive personal information about you through Saratoga. Sensitive personal information includes a number of types of data relating to: race or ethnic origin; political opinions; religious or other similar beliefs; trade union membership; physical or mental health; sexual life or criminal record. Please do not submit sensitive personal information to Saratoga Benchmarking. If you provide sensitive personal information to PwC through Saratoga, you do so voluntarily and PwC accepts your consent for us to collect, store and use your sensitive personal information in the same ways as other personal information we collect.

Automatically Collected Information

We may use online identification technologies, such as cookies (“Tracking Technologies”). The information we collect using these technologies includes: language, access time, and user session ID. Cookies are small text files placed on your hard drive that assist us in providing a more customized website experience. For example, a cookie can be used to store registration information in an area of the website so that a user does not need to re-enter it on subsequent visits to that area. These Tracking Technologies aid in our understanding of how users access, utilize, and interact with our website. We use this technology to compile aggregated statistics about visitors who interact with PwC online content, to gauge the effectiveness of our ads and to better provide more pertinent information to our visitors.

Third-Party Analytics

PwC also uses website analytics providers which may set cookies in your browser. Site activity information collected by these analytics providers may be combined with personal information held by PwC. For more information about these third-party tools, please review our [Cookie Disclosure](#).

If you are concerned about cookies, most browsers permit individuals to decline cookies. In most cases, you may refuse or delete one or more cookies and still access the Site, but Site functionality may be impaired. After you finish browsing the Site, you may delete Site cookies from your system if you wish.

Information Use

We use the information we collect as described above for various purposes depending on the context in which we collected such information. For example, it may be necessary for us to process your information in order to process a transaction or provide a service you have requested or otherwise in accordance with a contract between us, or we may process your information in accordance with your prior consent (where you have provided such consent).

We also use the information we collect for our legitimate business interests, such as:

- Logging into the site
- Operating and improving the Site
- Fulfilling your orders and requests
- Managing your registration preferences
- Customizing the Site for you
- Understanding how the Site is being used
- Exploring ways to develop and grow our business
- Maintaining and improving the safety and security of the Site
- Enhancing protection against fraud, spam, harassment, intellectual property infringement, crime and security risks
- Sending you renewal notifications and/or service notifications
- Emailing you information about new features and special offers
- Conducting customer satisfaction surveys
- Running our operations
- Complying with law and legal obligations
- Maintaining and improving security
- Preventing fraud
- Improving our products and services
- Communicating with you
- Responding to your inquiries
- Sending communications about PwC products, services, and events
- Notifying you when updates are available

Saratoga Benchmarking does not intend to collect or compile personal information for dissemination or sale to outside parties for consumer marketing purposes, or host mailings on behalf of third parties. If you do not want us to use information we collect about you through your use of Saratoga to provide you with information about our services, you can opt out of receiving these communications by contacting pwcsaratogabenchmarking@us.pwc.com.

Information Sharing

We are part of a global network of firms. In common with other professional service providers, PwC may transfer or disclose the information it collects, including your information, to third party contractors, subcontractors, subsidiaries and/or other PwC firms for the purposes for which you have submitted the information and for the administration of our system or Site and/or other internal, administrative purposes. We transfer your information to third party service providers of identity management, website hosting and management, data analysis, data backup, security and storage services.

PwC may disclose information to third parties under the following circumstances:

- As required by applicable law, statute, rule, regulation or professional standard, or through subpoena, search warrant or other legal process
- For regulatory compliance purposes
- When explicitly requested by a user

- When required to deliver publications or reference materials requested by a visitor
- When required to facilitate conferences or events hosted by a third party
- Or otherwise as set out in this statement

Information Transfer; Privacy Shield Notice

Your information may be transferred outside of the U.S. or your country of residence. This includes to countries outside the European Economic Area (“EEA”) and to countries that do not have laws that provide the same degree of protection for personal information. We have taken steps designed to ensure adequate protection for any information so transferred.

PricewaterhouseCoopers LLP and its affiliated U.S. subsidiaries adhere to the EU - U.S. Privacy Shield Framework and the Swiss - U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use and retention of personal information that is transferred from the EEA, its Member States, the United Kingdom, and/or Switzerland to the United States. PwC has certified that it adheres to the Privacy Shield Principles within the scope of PwC’s Privacy Shield certification. To learn more, see our [Privacy Shield Policy](#).

Where we transfer personal information outside of the EEA to a country or framework not determined by the European Commission as providing an adequate level of protection for personal information, the transfers will be under an agreement which covers European Union requirements for such transfers, such as standard contractual clauses. The European Commission approved standard contractual clauses are available [here](#).

Third Party Sites

Saratoga Benchmarking may link to other websites which do not operate under PwC's privacy practices. When you link to other websites, PwC's privacy practices no longer apply. We encourage you to review each site's privacy policy before disclosing any personally identifiable information.

Do Not Track

Do Not Track (“DNT”) is a privacy preference that you can set in your web browser to send a message to the website operator requesting not to be tracked. Currently, we do not respond to these DNT signals. For more information about DNT, visit <https://allaboutdnt.com/>.

Your Choices

Unsubscribe

Should you wish to unsubscribe from our mailing list or any registrations, we will provide instructions within the appropriate area of Saratoga Benchmarking or in communications to you; or you may contact us at: pwcsaratogabenchmarking@us.pwc.com.

Managing Cookies

If you are concerned about cookies, most browsers permit individuals to decline cookies. In most cases, you may refuse or delete one or more cookies and still access Saratoga Benchmarking, but Site functionality may be impaired. After you finish browsing our websites, you may delete Saratoga Benchmarking cookies from your system if you wish.

In order to properly manage Saratoga Benchmarking we also log anonymous information on our operational systems and identify categories of visitors by items such as domains and browser types. These statistics are reported in the aggregate to our webmasters. This is to ensure that Saratoga Benchmarking presents the best web experience for visitors and is an effective information resource.

Access

If you would like to update your information or request to have outdated information removed, please contact us at: pwcsaratogabenchmarking@us.pwc.com.

Rights

In certain circumstances, under applicable law, you may have the right to access or obtain a copy of your personal information, to rectify your personal information, to have your personal information deleted, to

restrict the processing of your personal information, to object to the processing of your personal information, to data portability, and to withdraw your consent for processing (where processing is based on your consent). Please note that if you withdraw your consent, we may not be able to provide you the services for which it was necessary to process your information based on your consent. To submit a request relating to any of these rights, please email us at us_privacy_office@pwc.com. We will respond to your request within a reasonable timeframe.

We hope that you won't ever need to, but if you do want to complain about our use of personal information, please send an email with the details of your complaint to us_privacy_office@pwc.com. You may also contact our EU Representative, PwC Malta, at us_firm_eu_rep@pwc.com. Applicable laws may also give you the right to lodge a complaint with the data protection authority in your country.

Security

PwC has implemented generally accepted standards of technology and operational security designed to protect personal information from loss, misuse, alteration or destruction. Only authorized PwC personnel are provided access to personal information and these employees have agreed to maintain the confidentiality of this information.

Children

PwC understands the importance of protecting children's privacy, especially in an online environment. Saratoga Benchmarking is not intentionally designed for or directed at children under the age of 13 years. It is PwC's policy never to knowingly collect or maintain personal information about children under the age of 13.

Data Retention

We will retain the personal information collected by us through Saratoga Benchmarking for as long as is necessary for the purpose(s) for which it was collected as set out in this Privacy Statement, provided that personal information may be held for longer periods where extended retention periods are required by law, regulation and/or professional standards, and in order to establish, exercise or defend our legal rights.

Modifications

PwC may update this Privacy Statement at any time by publishing an updated version here. You can access the most current version of this privacy statement at any time on this Application.

Contact Us

If you have questions about this Privacy Statement or about our privacy practices, please contact us at pwcsaratogabenchmarking@us.pwc.com.