

Visier's Privacy & Data Protection Program Overview



Our privacy commitment

At Visier, protecting our customers' data is our top priority. We are committed to safeguarding the data entrusted to us, and have rigorous privacy and security programs in place to ensure we continually adhere to the highest standards of practice. This commitment is and always has been fundamental to the way we do business.

We have developed this Privacy and Data Protection Program Overview to inform current and prospective customers and partners about our approach to global data protection and to highlight some of the ways in which we have operationalized our commitment toward robust privacy management practices.

Accountability

Our Executive Leadership Team (ELT) recognizes that protecting customer data is integral to the success of our business. The ELT has appointed a Data Protection Officer (DPO) to oversee Visier's Privacy and Data Protection Program. This program complies with applicable data protection laws and regulations, standards, codes of conduct, and industry best practices.

We believe that accountability for data protection lies with all team members, and we enforce corporate policies and practices designed to protect customer data. All employees receive thorough privacy training as part of the onboarding process. Authorized employees provisioned with access to customer data are required to complete additional privacy training that defines our requirements for the use, transfer, access, and disclosure of customer data. In addition, every employee must abide by our Code of Conduct and Ethics, and the appropriate handling of confidential information.

Regulatory compliance and certifications

Our Privacy and Data Protection Program is aligned with applicable data protection laws and regulations including Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), the EU General Data Protection Regulation (GDPR), and the UK Data Protection Act 2018. We continually monitor the rapidly evolving data protection landscape, including guidance issued by regulatory bodies and supervisory authorities. We adjust our compliance efforts regularly to ensure our privacy and security programs remain current.

Visier is self-certified to the E.U.-U.S. and Swiss-U.S. Privacy Shield Frameworks and adheres to the requirements of these Frameworks, which includes ensuring the appropriate security safeguards are in place. To view our certification status in the Privacy Shield Framework, please see <https://www.privacyshield.gov/list>. Although third-party verification is not required under the Privacy Shield, Visier uses Trustarc to independently assess and confirm our compliance with the Framework's requirements. To view our verification status, please visit <https://privacy.truste.com/privacy-seal/validation?rid=87c6a311-5c42-4595-bab1-fd239f78c984>

Privacy by design

We have adopted privacy by design principles in how we design and build our solutions. This means we consider privacy impacts early, and proactively address any requirements during the design stage and throughout the product development lifecycle. We look for opportunities to add privacy-enhancing features to help comply with legal requirements or to meet best practices. In addition, we incorporate privacy reviews and approvals for all major releases before they become available.

Our Privacy and Data Protection Program

Our Privacy and Data Protection Program is responsible for:

- Formulating, updating, and communicating internal privacy policies
- Maintaining open and transparent customer-facing privacy notices
- Implementing a privacy management tool to support data inventories and conduct data protection impact assessments
- Promoting a privacy aware culture through ongoing education and awareness activities
- Addressing privacy risks associated with third-party service provider relationships
- Maintaining the data breach response plan and procedures to support prompt communication and notification
- Issuing guidance on key privacy-related topics
- Assessing, managing and operationalizing our compliance obligations
- Ensuring customer data is processed only in accordance with customer agreements and instructions
- Translating legal requirements into clear, actionable business requirements
- Evolving our Privacy and Data Protection Program using globally recognized privacy accountability frameworks

Conclusion

We value the trust that our customers and partners place in us and are dedicated to fostering confidence in our services.

To learn more about our privacy and data handling practices, see our Privacy Statement at <https://www.visier.com/privacy/> and visit our Trust site at: <https://trust.visier.com/>.

We want to ensure that privacy commitments made to our customers are met. If you have any questions about Visier's Privacy and Data Protection Program email privacy@visier.com

Visier's Privacy and Data Protection Program complies with GDPR and other applicable data protection laws, and aligns with industry standards, frameworks and best practices.

For more information please go to trust.visier.com/gdpr

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