



# PRIVACY NOTICE

Last updated May 10, 2021

Thank you for your interest in MTW Solutions, LLC ("MTW", "we", "us", "our"). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about this privacy notice, or our practices with regards to your personal information, please contact us at [Info@mtwsolutions.com](mailto:Info@mtwsolutions.com)

When you visit and use <http://www.mtwsolutions.com> (the "Website"), and more generally, use any of our services (the "Services", which include the Website), we appreciate that you are trusting us with your personal information. We take your privacy very seriously. In this Privacy Notice, we seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this privacy notice that you do not agree with, please discontinue use of our Services immediately.

This privacy notice applies to all information collected through our Services (which, as described above, includes our Website), as well as any related services, sales, marketing, or events.

**Users of MTW software products are hereby notified** that when they access MTW software products they are using the software as a result of a contractual agreement between a state government agency and MTW Solutions. Each state agency determines how they collect, use, and provide access to personal information from MTW products. For additional information, access the Privacy Policy for the state agency for which you are a user.

Please read this privacy notice carefully as it will help you understand what we do with the information that we collect.



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## 1. WHAT INFORMATION DO WE COLLECT?

### Personal information You Disclose To Us

*In Short: We collect personal information that you provide to us.*

We collect personal information that you voluntarily provide to us when you access our website, express an interest in obtaining information about us or our products and services, and when you participate in activities related to one of our products/services or otherwise when you contact us. All methods are collectively referenced as Services within this document.

The personal information that we collect depends on the context of your interactions with us and the website or our products/services, the choices you make and the products and features you use. The personal information we collect may include the following:

**Website Contact Us Form:** your name, organization name, email address; phone number, mailing addresses, contact requests; and other similar information. This information is not stored or saved other than in an email that is generated and sent to the [Info@mtwsolutions.com](mailto:Info@mtwsolutions.com) email address. This data and similar information provided directly to MTW via email are retained solely for marketing or client relationship management purposes.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

**Website Customer Login:** Specific customer representatives who are further governed by a contractual relationship with MTW Solutions, may be given a customer login account to provide access to additional documentation or other information resources. The personal information associated with these special accounts is collected through our B2B relationship.

**MTW Hosted Product implementations:** Users of an MTW product that is hosted by MTW for a client agency may provide personal data such as name, organization name, email address; phone number, mailing addresses, system user id, password, etc. as part of the client system's data collection design. This data is stored within the client specific data stores only and is not used by MTW Solutions for any corporate purpose.

### Information Automatically Collected

*In Short: Some information — such as your Internet Protocol (IP) address and/or browser and device characteristics — is collected automatically when you visit our company website.*

We automatically collect certain information when you visit, use, or navigate the company website. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.



Like many businesses, we also collect information through cookies and similar technologies.

The information we collect includes:

- **Log and Usage Data.** Log and usage data is service-related, diagnostic, usage, and performance information our servers automatically collect when you access or use our Services and which we record in log files.

Depending on how you interact with us, this log data may include your IP address, device information, browser type and settings and information about your activity in the Services (such as the date/time stamps associated with your usage, pages and files viewed, searches and other actions you take such as which features you use), device event information (such as system activity, error reports (sometimes called 'crash dumps') and hardware settings).

- **Device Data.** We collect device data such as information about your computer, phone, tablet, or other device you use to access the Services. Depending on the device used, this device data may include information such as your IP address (or proxy server), device and application identification numbers, location, browser type, hardware model Internet service provider and/or mobile carrier, operating system, and system configuration information.
- **Location Data.** We collect location data such as information about your device's location, which can be either precise or imprecise. How much information we collect depends on the type and settings of the device you use to access the Services. For example, we may use GPS and other technologies to collect geolocation data that tells us your current location (based on your IP address). You can opt out of allowing us to collect this information either by refusing access to the information or by disabling your Location setting on your device. Note however, if you choose to opt out, you may not be able to use certain aspects of the Services.

## 2. HOW DO WE USE YOUR INFORMATION?

***In Short:** We process your information for purposes based on legitimate business interests, the fulfillment of our interactions with you, compliance with our legal obligations, and/or your consent.*

- **To request feedback.** We may use your information to request feedback and to contact you about your use of our Services.
- **To enable user-to-user communications.** We may use your information to facilitate user-to-user communications with each user's consent.
- **To protect our Services.** We may use your information as part of our efforts to keep our Services safe and secure (for example, for fraud monitoring and prevention).
- **To enforce our terms, conditions, and policies for business purposes, to comply with legal and regulatory requirements or in connection with our contract.**



- **To respond to legal requirements and prevent harm.** If we receive a subpoena or other compelling legal requirement, we may need to inspect the data we hold to determine how to respond to the request.
- **To respond to user inquiries/offer support to users.** We may use your information to respond to your inquiries and solve any potential issues you might have with the use of our Services.
- **For other business purposes.** The data collected through visits to our company website may be used for other business purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Services, products, marketing, and your experience. We may use and store this information in aggregated and anonymized form so that it is not associated with individual end users and does not include personal information. We will not use identifiable personal information without your consent.

### 3. WILL YOUR INFORMATION BE SHARED WITH ANYONE?

***In Short:** We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfill business obligations.*

We may process or share your data that we hold based on the following legal basis:

- **Consent:** We may process your data if you have given us specific consent to use your personal information for a specific purpose. For product users this may be granted through the contractual relationship to cover specific use. For company website users who complete the Contact Us form you provide consent by submitting your information as described above.
- **Legitimate Interests:** We may process your data when it is reasonably necessary to achieve our legitimate business interests.
- **Legal Obligations:** We may disclose your information where we are legally required to do so to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- **Vital Interests:** We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.

More specifically, we may need to process your data or share your personal information in the following situation:

- **Vendors, Consultants and Other Third-Party Service Providers.** We may share your data with third-party vendors, service providers, contractors or agents who perform services for us or on our behalf and require access to such information to do that work.



**Examples include** data analysis, email delivery, hosting services, customer service and marketing efforts. We may allow selected third parties to use tracking technology on the Services, which will enable them to collect data on our behalf about how you interact with our Services over time. This information may be used to, among other things, analyze and track data, determine the popularity of certain content, pages, or features, and better understand online activity.

Unless described in this notice, we do not share, sell, rent, or trade any of your information with third parties for their promotional purposes.

## 4. WHO WILL YOUR INFORMATION BE SHARED WITH?

***In Short:** We only share information with the following third parties.*

We only share and disclose your information with the following third parties. If we have processed your data based on your consent and you wish to revoke your consent, please contact us using the contact details provided in the section below titled [“HOW CAN YOU CONTACT US ABOUT THIS NOTICE?”](#)

- Website traffic analytics vendors (i.e. Google Analytics)
- Backup storage vendors. Data is encrypted in backup storage and vendor serves as a storage service only.
- Hosting data center / cloud service providers. Customer agency hosted product implementations will have data stored with a third-party service. All data is protected and not to be used in any way by these vendors.

## 5. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

***In Short:** We may use cookies and other tracking technologies to collect and store your information.*

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information.

## 6. HOW LONG DO WE KEEP YOUR INFORMATION?

***In Short:** We keep your information for as long as necessary to fulfill the purposes outlined in this privacy notice unless otherwise required by law.*

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than the period of time in which users have an account with us.



When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

## 7. HOW DO WE KEEP YOUR INFORMATION SAFE?

***In Short:*** We aim to protect your personal information through a system of organizational and technical security measures.

We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security, and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

## 8. DO WE COLLECT INFORMATION FROM MINORS?

***In Short:*** We do not knowingly collect data from or market to children under 18 years of age.

We do not knowingly solicit data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at [Info@mtwsolutions.com](mailto:Info@mtwsolutions.com).

## 9. WHAT ARE YOUR PRIVACY RIGHTS?

***In Short:*** In some regions, such as the European Economic Area (EEA) and United Kingdom (UK), you have rights that allow you greater access to and control over your personal information. In these regions the website traffic analytics or voluntarily provided contact data is all that is collected. Users of product client implementations please refer to the Privacy Policy of the Privacy Policy for the state agency for which you are a user.

In some states you have certain rights under applicable data protection laws. These may include the right: (i) to request access and obtain a copy of your personal information; (ii) to request correction, update or erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information. To make such a request, please use the contact details provided below. We will consider and act upon any request in accordance with applicable data protection laws.



If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note however, that this will not affect the lawfulness of the processing before its withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

If you are a resident in the U.S. and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority.

If you have questions or comments about your privacy rights, you may email us at [Info@mtwsolutions.com](mailto:Info@mtwsolutions.com).

MTW does not collect financial account information except within contractual documents and arrangements.

## 10. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, this website does not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

## 11. DO WE MAKE UPDATES TO THIS NOTICE?

***In Short:*** Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this privacy notice from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you by prominently posting a notice of such changes on the website's Home page. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

## 12. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may email us at [Info@mtwsolutions.com](mailto:Info@mtwsolutions.com) or by mail to:

MTW Solutions, LLC  
ATTN: Privacy Control  
3236 W. Edgewood Dr. Suite D.  
Jefferson City, MO 65109



### 13. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECTED FROM YOU?

Based on the applicable laws of your locale (country/state), you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please email us at [Info@mtwsolutions.com](mailto:Info@mtwsolutions.com) and provide your current contact information and your specific request so that we can confirm your identity and document your request. The data described in Information Automatically Collected above is collected by Google Analytics and cannot be removed or updated by MTW Solutions.