

Last Updated: September 15, 2025

ScaleOut Active Caching™ Management UI

Privacy Policy

Introduction

This Privacy Policy explains how ScaleOut Software, Inc. ("we", "us") collects, uses, and protects the user's ("your") personal information when you use our platform, the ScaleOut Active Caching Management UI (the "Service"). We are committed to safeguarding your privacy and ensuring the security of your personal data.

Your Consent

Please read this Privacy Policy in its entirety. By accessing or using the Service, you acknowledge that you have read and agree to the terms of this Privacy Policy. If you do not agree with any of the terms, please do not use the Service.

Data We Collect

Contact Data

As part of the process of installing and using the Service, we collect certain personal information, including your email address, full name, and company name ("Contact Data"). We collect this data when you fill out a form on our website (scaleoutsoftware.com) or when you contact us.

Usage Data

We do not collect any other data from your usage of the platform, including files you upload, account settings, or telemetry data (collectively, "Usage Data"), unless you explicitly provide this information to us, e.g. in a support email. All information provided in a support context is subject to the terms of our Support Agreement.

For on-premises deployments of the Service, Usage Data is stored locally. For cloud deployments of our Service, Usage Data including user accounts, deployments, and data storage is managed between you and Microsoft Azure, and is subject to their privacy

policies. Optional connections you create within the Service may transfer Usage Data to third party service providers (see “Sharing Information with Third Parties” below).

Legal Basis for Data Use

We collect and/or process your Contact Data and Usage Data based on at least one of the following grounds:

- We need to perform a contract with you.
- You have given us permission to do so.
- Processing your personal information is in our legitimate interests.
- We need to comply with applicable legal obligations.

How We Use Your Data

We may use your Contact Data and Usage Data for the following purposes:

- To operate, maintain, and improve the Service and our business operations.
- To send you updates, notices, announcements, and other information related to the Service.
- To communicate with you regarding technical support, feedback, complaints, and to manage our engagement with you.
- To detect, prevent, and investigate fraud, security breaches, and other illegal activities, including breaches of this Privacy Policy or our Terms of Service.
- To comply with applicable laws and regulations, and to respond to legal proceedings involving us or our affiliates.

Sharing Information with Third Parties

Our Service allows you to connect to third-party service providers who help us enhance and provide our Service. These providers may include, but are not limited to:

- **Connectors:** Azure IoT Hub, Azure Kafka.
- **Account Management:** Azure B2C.
- **Mapping Services:** ArcGIS.
- **Generative AI:** OpenAI.

Certain third-party services may require credentials such as API keys or database connection strings. We do not have access to these credentials when you provide them through the Service.

Please note that we are not responsible for any processing of Contact Data or Usage Data by these third parties. If you connect to them and/or share data with them through our Service, their respective privacy policies will apply.

Disclosure of Your Data

We may disclose your Contact Data and Usage Data in the following circumstances:

- **Vendors and Service Providers:** We may share your data with third-party vendors and service providers as necessary to provide the Service.
- **Business Transfers:** In the event of a strategic transaction, such as a merger, acquisition, reorganization, or bankruptcy, your data may be shared with counterparties and transferred to a successor as part of the transaction.
- **Legal Requirements:** We may disclose data in response to legal obligations such as subpoenas, search warrants, or court orders, or in connection with investigations into suspected illegal activity, fraud, or other wrongdoing.

Data Retention

We will retain your Contact Data and Usage Data only as long as necessary to fulfill the purposes outlined in this Privacy Policy or for other legitimate business reasons, such as resolving disputes, ensuring safety and security, or complying with legal obligations.

Minors

Our Service is not intended for individuals under the age of 18. We do not knowingly collect Contact Data or Usage Data from children under 18. If you believe we have inadvertently collected Contact Data or Usage Data from a minor, please contact us at info@scaleoutsoftware.com. We will investigate the matter and delete the data if appropriate.

Data Security

We implement reasonable technical, administrative, and organizational measures to protect your Contact Data and Usage Data from unauthorized access, loss, misuse, or

alteration. However, no method of data transmission or storage is fully secure, and we cannot guarantee the absolute security of your information. We also disclaim responsibility for any circumvention of security settings on the Service or third-party websites.

Your Rights

Depending on applicable law, you may have the following rights with respect to your Contact Data and Usage Data:

- Request access to your data, including a copy of the data we hold.
- Request correction or deletion of inaccurate or outdated data.
- Request that we restrict the use of data pending verification of its accuracy.
- Request the transfer of your data to another service provider.

To exercise any of these rights, please contact us at info@scaleoutsoftware.com. We may request additional information to verify your identity. Please note that if you request the deletion of your Contact Data or Usage Data, we may retain it in certain circumstances to comply with legal obligations or for defense in legal proceedings. If you would like to know more regarding your rights, you may contact your local data protection authority.

Changes to the Privacy Policy

We may update this Privacy Policy periodically. When changes are made, the updated version and its effective date will be posted on this page. In certain cases, additional notifications may be provided as required by applicable law.

Data Controller

For the purposes of the General Data Protection Regulation (GDPR), the data controller is ScaleOut Software, Inc. with the mailing address 1037 NE 65th St #81684, Seattle, WA 98115, with the contact details of info@scaleoutsoftware.com, or +1 503-643-3422. If you have any concerns regarding how your data is processed or wish to exercise your rights under the GDPR, please contact us directly at info@scaleoutsoftware.com.

Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at info@scaleoutsoftware.com.

