Introduction

This privacy policy should help you understand what information we collect at Labcenter, how we use it, and what choices you have. We've included contact details at the end where you can get in touch to ask questions or make a data protection enquiry or request.

When we talk about "Labcenter," "we," "our," or "us" in this policy, we are referring to Labcenter Electronics Ltd., the company which provides the Proteus Design Suite products.

Information we collect and receive

1. Customer Data

Content and information submitted by users to Labcenter is referred to in this policy as **"Customer Data."**
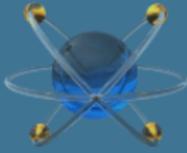
On the website we collect an e-mail address if you request a quotation and we also collect payment details as part of the checkout process when placing an order. These details include name, company, telephone, e-mail address and physical billing address.

If you contact us by e-mail then your e-mail address and any information in the e-mail will be preserved in our e-mail archives.

If your copy of Proteus is licensed using a cloud license then the license manage will log all access. This log will contain the username you log in with along with IP address and session time. The log file is accessible both by Labcenter staff for support purposes and by the system administrator at your company/institute.

If you contact us by telephone and request a quotation then we may request an e-mail address in order to send you the quotation. If you choose to place an order we will collect information such as name, company, telephone, e-mail and billing address. We may also collect a separate invoicing address.

We are fully PCI DSS compliant and we do not ever store or retain card or bank payment details such as your credit or debit card numbers.
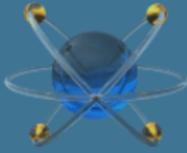
2. Other information

Labcenter may also collect and receive the following information:

- **Confirmed number of Installations.** The number of distinct installations associated with a license key for the Proteus Design Suite.

- **Geo-location.** Country based information for license keys. This tells us in which country or countries a particular copy of Proteus is in use.

- **Crash Dump Analysis.** If the software crashes during use a standard Microsoft crash dump report may be submitted to our servers. This contains information about the crash and the state of our software at the time of the crash and can include details such as the name of files in use by our software, but not the contents of those or any other files. License key information is also included so we can look up details if we need to contact you.

- **Cookies.** Cookies are a small amount of data that is held to enable parts of websites to function and to personalise your experience. We use cookies for the use of the shopping cart and to enable you to purchase items within the online shop. We also use cookies to track preferences.

- **Log data & Analytics.** When you use our website both our servers and Google Analytics automatically record information, including information that your browser sends. This log data may include your Internet Protocol address, the address of the web page you visited before using the Services, your browser type and settings, the date and time of your use of the Services, information about your browser configuration and plug-ins, language preferences, and cookie data.

3. Third Party Partners

Data may be collected by third party partners who offer services accessed through Labcenters website or software tools. In such cases, you will be prompted to create an account with the partner and the data collected will then be subject to their own policies. For completeness, we've listed these partners below.

- If you use our integrated library web search (optional) you will need to register a free account with the provider of the library parts. At that point, information on which library parts you use may be stored by our partner in accordance with their own privacy policy.

- If you watch videos on our website they may be served to you from *Youtube* and if you are logged onto a *Google account* at that point they will collect information in accordance with their own privacy policy and terms and conditions.

How we use your information.

1. Customer Data

Our primary uses of customer data are administrative, contractual or legislative, namely:

- To provide a quotation or answer pre-sales questions.
- To facilitate the processing of an order
- To uniquely license the Proteus Design Suite software to the customer.
- To provide technical support to bona fide customers.
- To accurately record sales for accountancy and taxation purposes.
- To inform customers when new product releases that they are entitled to become available.
- To inform customers when their software maintenance is due to expire.

We may also use customer information to identify broad marketing trends. For example, the country information can be used to tell us in which markets we have a strong presence and company name information can inform us of industry sectors where our products are in use.
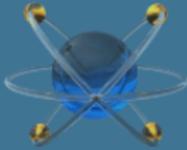
We may make use of customer e-mails to inform on Labcenter special offers or promotions or to issue a newsletter with information on new products.

2. Other information

We use other kinds of information for three main purposes. Specifically:

- **License Compliance**. For example, if a single user license is installed on twelve computers in seven countries it is clearly in breach of the license agreement.
- **Product Quality**. The crash dump information is vitally important in identifying where software problems originate and in providing metrics on software quality.
- **Website Performance**. Server log data and analytics tell us what web pages are found to be useful and which need more or better information. It also helps us tell which adverts result in the most traffic.

This policy is not intended to place any limits on what we do with data that is aggregated and/or anonymous.

Your choices

1. Customer Data

You can ask us at any time what customer data we hold and you can request a change or removal of your customer data. Contact information is provided at the end of this document.

Please note that if we delete your customer data you will no longer be identifiable as a customer; this will then affect our ability to provide technical support and product updates.
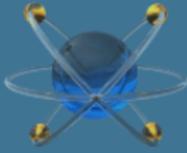
Archived information such as your order history cannot be modified or deleted until such time as it is no longer needed for legislative compliance.

2. Other information

The crash dump reporting in the Proteus software is really important but it is also fully configurable. The default setting is to prompt you for explicit consent when a crash dump is going to be submitted. You can change this option to either always submit crash dumps or to never submit crash dumps.

The web browser you use may provide you with the ability to control cookies or other types of local data storage. Similarly, VPN services may prevent accurate geolocation. Your privacy on the internet and the information provided to websites is largely governed by your browser configuration.

You can use the software without signing up to our third party library service, in which case none of your library part searches will be available to them. If you are not logged into a Google account then the data they collect about your use of Youtube may be less personalized. We can also provide direct links to tutorial movie content on request.

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Sharing and Disclosure

Normal sharing and disclosure

If you place an order on our website then your customer data is passed to our payment service provider in order to authenticate your credit or debit card payment.

A printed copy of all orders is generated for accountancy and tax compliance. These documents contain relevant customer data to identify the payee in the transaction. They do not contain payment information such as credit or debit card numbers.

Customer data may be shared between various Labcenter channels. For example, when international orders are placed on our website we may provide contact information to our regional distributor in order that they can provide local time zone support.

We do not share your customer data with third parties for marketing purposes.
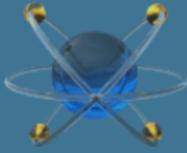
We retain the right to engage affiliates to process customer data.

Other types of disclosure

Labcenter may share or disclose Customer Data and other information as follows:

- **During changes to our business structure.** If we engage in a merger, acquisition, bankruptcy, dissolution, reorganization, sale of some or all of our assets, financing, acquisition of all or a portion of our business, a similar transaction or proceeding, or steps in contemplation of such activities (e.g. due diligence).

- **To comply with laws.** To comply with legal or regulatory requirements and to respond to lawful requests, court orders and legal process.

- **To enforce our rights, prevent fraud and for safety.** To protect and defend the rights, property, or safety of us or third parties, including enforcing contracts or policies, or in connection with investigating and preventing fraud.

We may disclose or use aggregate or anonymous information for any purpose.

Security

Labcenter takes security seriously. We take various steps to protect information you provide to us from loss, misuse, and unauthorized access or disclosure. These steps take into account the sensitivity of the information we collect, process and store, and the current state of technology.

Labcenter never store your bank or card payment information, either electronically or in hard copy.

Changes to this Privacy Policy

We may change this policy from time to time, and if we do we will update this document and reflect the changes on our website. If you continue to use Proteus Design Suite products after those changes are in effect, you agree to the revised policy.

Contacting Labcenter

Please also feel free to contact us if you have any questions about our Privacy Policy or practices. You may contact us at privacy@labcenter.com and we'll be happy to answer any questions you have.