



Privacy policy

Otorize is committed to protecting your privacy, and takes its responsibilities regarding the security of customer information very seriously. This policy explains how we use customer information and how we protect your privacy.

1. Use of Customer Information. We require certain information to allow us to process your cognitive testing. Otorize collects the details provided by you, together with information we learn about you from your use of our services and your visits to our web site and other sites accessible from them.

We may collect additional information in connection with your participation in any promotions offered by us and information you provide when giving us feedback.

We will use your information to provide and personalise our service. We will also use your contact details to communicate with you. We may use your information to send you offers and news about Otorize products and services or those of other carefully selected companies which we think may be of interest to you. We may contact you by post, email, telephone (including SMS) or fax for these purposes. Your confirmation e-mails (which may include details or other services booked through our websites) may include marketing material which we may feel will be of interest to you from other third parties.

Your data may be used for the following purposes: accounting, billing and audit, credit or other payment card verification and screening, safety, security, health, administrative and legal purposes, statistical and marketing analysis, systems testing, maintenance and development, customer surveys, customer relations and to help us in any future dealings with you, for example by identifying your requirements and preferences.

Once you have registered with www.otorize.com, you will be provided with access to a "Contact Preferences" page that will allow you to tailor our commercial communications to your preferences. You can opt-out of receiving e-mail updates at any time by going to www.otorize.com.

If you do not want to receive commercial communications from us, please select your choices by using the opt-out box available on that page.

You will also be able to unsubscribe by following the unsubscribe link in any of our email communications.

We like to receive feedback from our customers to help us improve our service. We may contact you by post, e-mail, telephone or fax to ask your opinions.

Please note there may be instances where it may be necessary for us to communicate with you for administrative or operational reasons.

We may also use and analyse the information that we collect so that we can administer, support, improve and develop our business.

The information that you provide to us will be held in our systems, which are located on our premises or those of an appointed third party. We may also allow access to your information by other third parties who act for us for the purposes set out in this policy or for other purposes approved by you. It is possible that your data may be processed outside of this country.



2. Site tracking We use tracking software to monitor customer traffic patterns and site usage to help us develop the design and layout of the site to better meet the needs of visitors to www.otorize.com and our App. This software does not enable us to capture any personally identifying information.

3. Requesting personal data you have a right to request a copy of information that Otorize Limited (“Otorize”) holds about you. This could include booking information relating to cognitive tests you have taken with us.

Information on how we use personal data can be found in our Terms and Conditions.

If you would like to request a copy of your personal data, please send a letter (in English) to the below address, including the following:

your full name and postal address;

a copy of your ID card/passport (page with picture on);

your email address

Mobile phone number

IMEI Number of phone used for tests

The above should be sent to the following address;

Otorize Legal Department

POB 1400

Gibraltar

Once the Otorize legal department has received all of the above information and/or documentation, we will process your request. Whilst we aim to process your request as soon as possible, we acknowledge the timeframe for responses as governed by the applicable data protection law

If you have any questions relating to data protection, please contact us at:

dataprotection@Otorize.com

4. Security to protect your information and data retention When you login into the App or enter personally identifying information, your details are transmitted across the internet securely using high-grade encryption (128 bit).

Furthermore, we follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access. Our security procedures mean that we may request proof of identity before we are able to disclose sensitive information to you.

In the circumstances set out in this policy where Otorize passes your information to a third party, we will ensure that the security measures that such party has in place in relation to the processing of



your data are at least as stringent as those employed by Otorize. This does not apply where we are required by law to pass your information to a third party.

We will retain your information for a reasonable period or as long as the law requires.

5. Cookies are small pieces of information that are stored by your browser on your computer's hard drive. They enable Otorize to provide features such as remembering aspects of your last activity to make subsequent activities faster. Cookies can be deleted from your hard drive if you wish. Most web browsers automatically accept cookies, but you can change your browser settings to prevent that. Even without a cookie you can use most of the features on the web site. Our cookies do not contain any personally identifying information.

Cookies are also used in email messages you have agreed to receive and at our website to help us measure the effectiveness of our advertising and how visitors use our site. If you do not want to help us learn how to improve our offers and marketing strategy, you can “opt-out” of this email cookie. If you click on a link in the e-mail, we may set a cookie on your browser.

If you visit www.otorize.com as a result of clicking on a link, we are able to understand how you interact with the pages of our website through the combination of the cookie and pixels set on the pages of our website. This enables us to understand what interested you in our emails and what did not, and what interests you about our website and what does not. We can then try to send you more interesting information in the future. Please note that this information is for our use only – we do not disclose or share this information with any third parties. If you do not wish this to happen, you can change the cookie settings in your browser.

6. Use of pixels in order to understand how our customers interact with the emails and the content that we send, we use pixels in the email in order to understand who has opened the message. In order to provide our content in the most interesting way, we may also use pixels to learn whether you can receive emails in text or html form.

Otorize passes personal data, which includes information about your method of payment, to the credit or debit card company that issued the card with which you made your booking. For your convenience and information, the Otorize website provides links to other websites. Otorize would like to make you aware that these sites may have different security and privacy policies and that we have no control over and take no responsibility for any information contained in these sites.

8. Your consent In using the Otorize web site and App, you consent to the collection and use of this information by Otorize Limited in the ways described above.

If you have any further questions about our Privacy Policy or its implementation, please contact our customer services department. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and in what circumstances we disclose it.

Otorize Limited

Email: tandc@otorize.com