

Privacy Policy

Rouse is committed to protecting your privacy. This Policy sets out how the Rouse Network ("Rouse" "we," or "us") handles Personal Information collected by us or provided by you. By engaging us to provide services or submitting Personal Information to us you accept that we will process Personal Information as described in this Policy.

Personal Information

"Personal Information" means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, by reference to the Personal Information.

The types of Personal Information we collect

The Personal Information we collect about you may include but is not limited to your name, address, employer, telephone number, email address, online identifier, identification/passport number, location data, and any other Personal Information provided by you.

How and why we use Personal Information

We may use your Personal Information for different purposes depending on our relationship with you. This may include but is not limited to: establishing your identity; communicating with you; managing our relationship with you; providing you with our services; sending you communications which we believe may interest you; to comply with our legal obligations; and when instructing third parties on your behalf (wherever they are located) which may include those third parties providing your Personal Information to government bodies and other entities which administer intellectual property in that jurisdiction; and other service providers including technology and internet service providers, data storage providers etc.

We may use Personal Information for these purposes where we have a lawful basis to do so, including where processing is necessary to perform a contract with you or take steps at your request before entering into a contract, to comply with legal obligations, for our legitimate business interests, or where you have given consent and consent is required by applicable law.

Disclosure and use of Personal Information to and by third parties

We may disclose your Personal Information to third parties who carry out functions on our behalf or who we instruct on your behalf to provide services to you or as required by law. Where it is necessary for Personal Information to be provided to a third party for the provision of a service to you, we will seek to prevent the unauthorised use or unauthorised disclosure of the Personal Information by the third party. You agree that, subject to any additional obligations under applicable laws, third parties who receive Personal Information from us may use and disclose the Personal Information subject to their privacy policies and the laws applicable to them.

We do not disclose Personal Information to third parties for the purpose of third-party direct marketing.

Consent

Where applicable law requires us to obtain your consent to process your Personal Information, we will rely on that consent only for the specific purposes for which it is given. This may include, for example, sending certain marketing communications or processing Personal Information for another optional purpose that is

not necessary for us to provide services to you, comply with legal or professional obligations, manage our business, or establish, exercise or defend legal rights.

Where you provide consent, including by accepting this Policy where this is permitted by applicable law, you may withdraw that consent at any time by contacting us using the contact details below or, where applicable, by using the unsubscribe facility in a communication we send to you. Your communication preferences will remain in effect unless and until you change them or withdraw your consent, subject to applicable law.

Withdrawing consent will not affect the lawfulness of any processing carried out before your withdrawal. It will also not affect processing that we carry out on another lawful basis.

You may opt out of receiving marketing communications from us at any time. However, you may still receive non-marketing communications from us where these are necessary for our client relationship, the provision of services, legal or regulatory compliance, or other business administration purposes.

Where we store and process Personal Information

We may store and process your Personal Information in a country in which the Rouse Network has a business operation or in a country or countries in which the Rouse Network utilises 'cloud' storage or applications. Details of the entities within the Rouse Network may change from time to time and can be requested using the contact information set out later in this Policy.

We may store and process Personal Information in databases, in applications, in hard copy files, on servers, in the 'cloud', on laptops, on desktop computers, on mobile phones, on tablets or elsewhere. We may use secure offsite storage facilities.

Security of Personal Information

We seek to ensure that Personal Information is kept secure and take reasonable steps to protect it from misuse, loss, interference, unauthorised access, modification, or disclosure. We use a variety of security measures both physical and electronic to secure Personal Information.

We use appropriate safeguards for international transfers of Personal Information, which may include standard contractual clauses or other lawful transfer mechanisms.

We regularly review these arrangements to ensure we are taking reasonable and technically feasible steps available at the time to protect your Personal Information.

We cannot guarantee that your Personal Information is totally protected: for example, from hackers, interference, or misappropriation. You acknowledge that the security of online transactions and the security of communications sent by electronic means or by post cannot be guaranteed. You provide information to us via the internet or by post at your own risk. We do not accept responsibility for misuse or loss of, or unauthorised access to, your Personal Information where the security of information is not within our control. If you suspect any misuse or loss of, or unauthorised access to, your Personal Information, please contact us immediately using the contact details set out later in this Policy.

How long we keep Personal Information

We retain Personal Information for as long as we reasonably require it for legal or business purposes and we take reasonable steps to destroy all Personal Information when we no longer need the Personal Information.



Accessing and updating Personal Information

We respect your right to access and control your Personal Information, and we will respond to requests for information and, where applicable, will correct, amend, or delete your Personal Information. You can provide us with updated information or for any other requests related to your Personal Information by contacting us using the contact information provided below.

Where applicable under data protection law, you may also request that we provide Personal Information you have given to us in a structured, commonly used and machine-readable format, or request that we transmit that information to another organisation where technically feasible. You may also request that we restrict the processing of your Personal Information in certain circumstances, including where you contest the accuracy of the information, object to our processing, or require us to retain the information for the establishment, exercise or defence of legal claims. We will consider and respond to such requests in accordance with applicable law.

Contact Details and Complaints

If you would like to update or correct your Personal Information, seek access to Personal Information we hold about you, or if you have any questions about how we collect, use, disclose, manage or store your Personal Information, you can contact us via dataprivacy@rouse.com.

If you believe that we have handled your Personal Information in a way that infringes data protection law, you have the right to complain directly to us. You can submit your complaint by emailing us. We will acknowledge your complaint within 30 days and investigate it without undue delay and within statutory limits. We will keep you informed of the process and tell you the outcome of our investigation. If you are not satisfied with our response, you can escalate your complaint to the relevant data protection authority.

Cookies

We use cookies on our website. Further information about the cookies we use and how you can manage your preferences is available in our [Cookie Policy](#).

Changes to this Policy

We may change this Policy at any time. The current version of this Policy is the version on our website. Changes are effective immediately when we post the new version on our website. Your continued use of our website and/or receipt of our services signify your continued consent to this Policy.