

Legal & Regulatory Compliance

Terms of Sale

Virso IT's Commercial Terms of Sale govern the sale of our own or Vendor products, software and services to all commercial customers for their own use to include Small and Medium Business, Public Sector and Large Enterprise customers.

Unless otherwise agreed upon in writing by you and Dell, Dell's Commercial Terms of Sale govern the sale of ViRSO IT products, software and services to commercial customers, including Small and Medium Businesses, Public Sector and Large Enterprise customers.

Additional terms and conditions may apply to your purchase, such as service contracts and software license agreements. Please review your invoice, order acknowledgement or separately signed agreement with ViRSO IT carefully to confirm which products, software and services you purchased from Virso IT, and then select among the options below to review the ViRSO IT terms and conditions applicable to your purchase.

Policies

In addition to the terms of any agreement between you and or the company and Virso IT, the following policies also govern your relationship with Virso IT. Please review these policies carefully for important additional information regarding our corporate practices.

Personal Data Encryption

ViRSO IT currently uses the industry-standard SSL (Secure Sockets Layer) encryption. But we continue to keep up with the current technologies in order to provide the best security for our customers.

ViRSO IT encrypts all personal information you give us when you place an order online. Remember, if you feel uncomfortable providing any of this information online, please feel free to call one of our representatives at the telephone numbers listed on our site.

Information We Collect

We may ask you to provide Personal Information when you

- Use our websites;
- Request quotes, services, support, downloads, trials, whitepapers or information;
- Place orders for products or services or register for events or webinars;
- Apply for a credit card or financing;
- Participate in surveys, sweepstakes or other promotional activities online or in any other venue;
- Subscribe to newsletters, promotional emails or other materials;
- Apply for a job, submit your resume/CV or create a candidate profile; or Contact us.

Personal Information we request may include your email address, name, home address and telephone number. If you make a purchase, we may ask for your credit and billing information. We may also ask for your financial background data to process your credit or financing request. Job applicants may be asked to provide information such as educational background, employment experience and job interest, and such information can be recorded and processed in different

countries. We may also collect demographic information, such as your business or company information, age, gender, interests, and preferences. Forms that you choose to complete will indicate whether information requested is mandatory or voluntary.

We may collect information about your visits to our websites, including the pages you view, the links and advertisements you click, search terms you enter, and other actions you take in connection with ViRSO IT websites and services. We may also collect certain information from the browser you used to come to our website, such as your Internet Protocol (IP) address, browser type and language, access times, the Uniform Resource Locator (URL) of the website that referred you to our website and to which URL you browse away from our site if you click on a link on our site.

Subject to local laws, in order to offer you a more consistent and personalized experience in your interactions with Dell, information collected through one source may be combined with information ViRSO IT obtains through other sources. We may also supplement the information we collect with information obtained from other parties, including our Business Partners and other third parties.

Some ViRSO IT services may be co-branded and offered in conjunction with another company. If you register for or use such services, both ViRSO IT and the other company may receive information collected in conjunction with the co-branded services, and may use the information according to each company's privacy statement and other agreements with you.

How We Use Personal Information

ViRSO IT uses your Personal Information to:

- Deliver the services and support or carry out the transactions you have requested;
- Send communications to you, such as product safety information, your transaction status including order confirmations, information about particular ViRSO IT interactions in which you have chosen to participate, information about products and services available from ViRSO IT and its subsidiaries, promotional offers and surveys;
- Facilitate communications from ViRSO IT Partners;
- Customize, analyze and improve our products, services (including the content and advertisements on our website), technologies, communications and relationship with you;
- Enforce our conditions of sale, website terms and/or separate contracts (if applicable) with you;
- Prevent fraud and other prohibited or illegal activities;
- Protect the security or integrity of our website(s), our business(es), or our products or services; or
- Otherwise, as disclosed to you at the point of collection.

Subject to local laws, Personal Information collected may be stored and processed in the United Kingdom or any other country in which ViRSO IT or its subsidiaries or Partners maintain facilities.

Disclosing Personal Information

We may share your Personal Information with subsidiaries or Partners to carry out transactions you request, or to make our business or that of our subsidiaries more responsive to your needs, which includes our subsidiaries providing you with information about Virso IT, Partner, and partner-branded products and services. These communications may include requests relating to ViRSO IT and branded products or services or offers. We will only share your Personal Information with Partners

who agree to process and protect your Personal Information according to our instructions and use it solely for the purposes set forth by Virso IT.

In addition, ViRSO IT may share your Personal Information with participants in our sales and marketing chain, including but not limited to retailers, resellers, distributors, integrators, order fulfillers and some sales agents ("Partners"), for the limited purposes of selling, marketing or providing support for ViRSO IT products and services.

We may also disclose your Personal Information in connection with law enforcement, fraud prevention or other legal action; as required by law or regulation; if ViRSO IT (or a part of Virso is sold or merges with another company); or if ViRSO IT reasonably believes it is necessary to protect Virso IT, its partners and customers or the public.

Except as described above, we will not disclose your Personal Information to third parties for their own marketing purposes without your consent.

E.U. and Swiss Safe Harbor

In addition to Virso IT's other data protection measures, ViRSO IT services endeavour to comply with the U.S. – E.U. Safe Harbor Framework and the U.S. - Swiss Safe Harbor Framework. To learn more about the Safe Harbor program, please visit <http://www.export.gov/safeharbor>.

Selecting Your Communication Preferences and Opting Out of Marketing

Any marketing by Virso IT, or any third parties on behalf of Virso IT, will be conducted in accordance with applicable laws and include, where applicable methods to allow you to express your preferences.

Please allow up to 10 business days for your email preferences to take effect. Because some promotions, such as direct mail are developed in advance, you may sometimes receive solicitations after we receive your preference request.

How We Secure Your Personal Information

ViRSO IT takes all reasonable steps to protect your Personal Information from misuse, interference and loss, as well as unauthorized access, modification or disclosure. The ways we do this include:

- using encryption when collecting or transferring sensitive information, such as credit card details;
- limiting physical access to our premises;
- limiting access to the information we collect about you;
- ensuring that we and our Business Partners have appropriate security safeguards to keep Personal Information secure; and
- where required by law, destroying or de-identifying Personal Information.

How We and Our Partners Use Cookies and Web Beacons

How We and Our Partners Use Cookies

ViRSO IT websites use ViRSO IT and third-party "cookies" to enable you to sign in to our services and to help personalize your online experience. We use cookies to store your preferences and other information on your computer in order to save you time by eliminating the need to enter the same information repeatedly.

A cookie is a piece of text that is placed on your computer's hard drive. Depending on the settings you have selected, your browser adds the text to your device as a small file. Many browsers are set to accept cookies by default. You have the ability to accept or decline cookies as you prefer. The Help portion of your web browser, most likely found on the toolbar, typically tells you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

Cookies allow you to take advantage of some of Dell's essential features, including allowing you to save a Shopping Cart and remembering items in your Shopping Cart between visits. If you choose to decline cookies, you may not be able to sign in or use other interactive features of ViRSO IT websites and services that depend on cookies.

Targeted Advertising by ViRSO IT and Others

ViRSO IT also works with advertising and personalization Business Partners that use cookies to help us display personalized content and appropriate advertising during your visits to our and other websites. Cookies placed by these Business Partners also assist us with measuring the performance of our advertising campaigns and with identifying the pages you view, the links and ads you click on, other actions you take on those web pages, and the site from which you came before arriving at a web page. These cookies can be effective whether you are on our or another website.

“Do Not Track” Signals

Please note that while you may have the opportunity to opt-out of targeted advertising through the “Learn more” link above and you may be able to control the use of cookies through your web browser. Some web browsers may also give you the ability to enable a “do not track” setting. This setting sends a special signal to the websites you encounter while web browsing. This “do not track” signal is different from disabling certain forms of tracking by declining cookies in your browser settings, as browsers with the “do not track” setting enabled still have the ability to accept cookies. ViRSO IT does not respond to web browser “do not track” signals at this time. If we do so in the future, we will describe how we do so in this Privacy Statement. For more information about “do not track,” visit www.allaboutdnt.org.

Targeted Email Marketing by Virso IT

Some marketing you receive, including email marketing, may also be personalized based on your visits to Virso IT and your browsing and purchase history. In addition, when you click on some links in email marketing you receive, our email service provider may place a cookie on your browser. This type of cookie would be linked to your email address or IP address and used to gather information about the products and services you view and purchase on Dell.com. Information gathered may be used to personalize and customize future email marketing messages you receive. You may opt out of this use by clicking on the unsubscribe link provided in every personalized email marketing message you receive.

How We and Our Partners Use Web Beacons, Pixel Tags and Tracking Technology

ViRSO IT or its Partners may use web beacons on our websites, in our email messages, in our advertisements on other websites, or in our advertisements in others' email messages. Similarly, third parties whose content or advertisements appear at Virso IT, or whose email messages Virso IT sends to our users, may also place web beacons in their advertisements or email messages for purposes of measuring the effectiveness of the content, advertisements or email messages.

A web beacon is an electronic image that can be used to recognize a cookie on your computer when you view a web page or email message. Web beacons help us measure the effectiveness of our website and our advertising in various ways. For example, web beacons may count the number of individuals who visit our website from a particular advertisement or who make a purchase from our website after viewing a particular advertisement or they may tell us when a web page is viewed and provide a description of the page where the web beacon is placed. Web beacons may also measure the effectiveness of our email campaigns, by counting the number of individuals who open or act upon an email message, determining when an email message is opened and determining how many times an email message is forwarded. Subject to local laws, we may combine the information that we collect through web beacons with other Personal Information we have collected from you.

We may allow some of our Partners to compile individual or aggregated statistics from the use of web beacons on Virso IT, its agents or others, to determine the effectiveness of online marketing and to develop statistics on how often clicking on an advertisement results in a purchase or other action on the advertiser's site. Aggregate information may include demographic and usage information. No Personal Information about you is shared with Business Partners for this research.

You can make some web beacons unusable by rejecting cookies in your web browser as described.

When you visit our websites or view one of our email messages, we may use pixel tags (also called "clear" gifs), tracking links and/or similar technology to note some of the pages you visit on our websites. We may also use pixel tags to determine what types of email your browser supports. We may use the information collected through web beacons, pixel tags, tracking links and similar technology in combination with your Personal Information to personalize your experience at Virso IT and to provide you with more useful and relevant advertisements.

Social Media Features

Our website includes social media features, including Facebook, LinkedIn and Twitter button. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social media features are either hosted by a third party or hosted directly on our site. Your interactions with these features are governed by the privacy policy of the company providing it.

Social Media Policy

ViRSO IT encourages all employees to use Social Media the right way and this policy should help you on that path. Social Media is any tool or service that facilitates conversations over the internet. Social Media applies not only to traditional big names, such as Facebook®, Twitter and LinkedIn, but also applies to other platforms you may use that include user conversations, which you may not think of as Social Media. Platforms such as, YouTube™, Flickr™, blogs and wikis are all part of Social Media.

Social Media encourages you to share information and connect with people. When you use Social Media, you should try and build relationships, but you should also be aware that through your relationship with Dell, you have access to confidential information that shouldn't be made public. So, you shouldn't share our confidential company information or any of our customers' personally identifiable information.

Links to Third-Party Websites and Services

Please be aware that ViRSO IT provides links to other websites, which if you click on them may collect Personal Information about you. The information practices of those third-party websites linked to Virso IT are not covered by this Privacy Statement.

Changes to Our Privacy Statement Regarding Customer and Online User Information

We will occasionally update this Privacy Statement. If we make changes to this Privacy Statement or make any material changes to how we use your Personal Information, we will revise this Privacy Statement to reflect such changes and revise the Privacy Statement's effective date, included at the end of this section. We encourage you to periodically review this Privacy Statement to be informed of how we are

Miscellaneous

These Terms are governed by and shall be construed in accordance with the laws of Great Britain without giving effect to any principles of conflicts of law. If any provision of these Terms shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from these Terms and shall not affect the validity and enforceability of any remaining provisions. These Terms are effective unless and until terminated by Virso.