



PTC - Privacy Statement – SaaS and Mobile App Users

Effective: January 1, 2025

Scope & Introduction

Thanks for entrusting , PTC Inc. and its [Affiliates](#) ("PTC", "we", "us" or "our") with your Personal Information. This Privacy Statement explains our practices regarding the collection, use, and disclosure of your Personal information, when you use a PTC Inc. SaaS Service, such as Windhchill+, Creo+, Onshape, ServiceMax or Arena Solution, either as an individual or as a user granted access to the service by a PTC customer ("Organization"), including accessing services through PTC Inc. mobile apps, such as Vuforia View, Onshape 3D CAD, ServiceMax Zinc. ServiceMax Go, or ServiceMax Engage.

This Statement sets out how and why Personal Information we collect from you, or you provide to us through the Service or app (collectively the "Service") will be used. This SaaS and Mobile App Privacy Statement is supplemental to [PTC's Privacy Statement](#) which provides details of PTC's processing of personal information in circumstances not covered in this Statement, for example when visiting a PTC facility or signing up to a webinar or training course. PTC's Privacy Statement also sets out your rights with regard to your Personal Information and how you can exercise them.

This Statement covers only information collected from or about you as a User of a Service or App. Occasionally, we may refer to this Statement in notices, and emails related to the Service; under such circumstances, this Statement applies as modified in the particular notice (e.g., with respect to types of information collected or purposes of collection).

For the avoidance of doubt, PTC is the controller of this Personal Information, meaning that we determine how and why it is processed. Furthermore, this Privacy Statement applies solely to our processing of this Personal Information. Personal Information and other Information submitted by or on behalf of a customer to the Services (your "Organization"), is considered by PTC to be "Customer Data" which PTC processes on behalf of its customers, under the terms of [PTC's Cybersecurity and Privacy Addendum](#).

1. WHAT PERSONAL INFORMATION DO WE COLLECT WHEN YOU ARE USING PTC SERVICES?

When a Service account is created either directly by you or when an account is created on your behalf by an Organization, we collect Personal Information such as your name, email address(es), phone number(s), and/or profile photo, Organization, role or job title and other information that you may provide.

When You use the Service, we automatically receive and record data via log files relating to the device you are using and network connection, this information may include the device model identifier, operating system identification, browser, network signaling, IP address, date and time you use the Service, performance of the Service, and any features of the Service that you use and files that have been downloaded to your device.



When you install an App relating to the Service, you may be asked to grant access to your mobile device's notifications, camera, microphone features. Your permission for the Service to access these features is needed for the App to function properly and you to receive the full benefits of the Service. If You grant permission to access these features, we may collect information about how you use them when using the Service.

For certain Services we may also ask you to grant access to your contacts. This is simply to facilitate your use of the App, its features and the Service. We will not collect or use any of your contacts information unless you give us permission and only then we will use that information to enable you and your contact to use the Service.

Where a Service includes mobile communication with another user of the Service, or you wish to invite a contact to use the Service (such as Vuforia Chalk or ServiceMax Zinc) you will enter a chat or a call with another user and therefore are transmitting text, voice and video via the internet. We do not view or listen to the content of your chats or calls made via any Service, and we do not store your chat, audio or video once they have been delivered to their destination, unless this is a particular feature of the Service that you or your Organization control.

We may place cookies, including session cookies, authentication cookies and security cookies, and similar technologies. If you have chosen to identify yourself to us, we may place on your browser a cookie that allows us to uniquely identify you when you are logged in and to process your online transactions and requests. When these cookies are necessary for the operation of the Service, you cannot opt out of them.

2. HOW WE USE YOUR PERSONAL INFORMATION

We use the data we collect for the following general purposes:

- To ensure the App and Services function properly, diagnose server problems.
- To administer, maintain, troubleshoot, protect and improve our Service;
- To communicate with You regarding the Service;
- To provide information to You about related products, offers and services;
- To identify your approximate location (region) from your IP address.
- To allow other users of the Service to contact you via the Service if they have your email address or phone number;
- For any other use we describe at the point where we collect the information.
- For any business purpose if the data is not in personally identifiable form;
- When aggregated and anonymized, to develop new products and services;

PTC's usage of your personal information is based on our legitimate interest to keep the Services secure, including through identity management and security monitoring to detect, prevent and respond to suspicious activity, fraud and intellectual property infringement, misuse of the Services, and violation of our Terms of Service.

3. WHERE WE STORE AND PROCESS DATA

The information that you provide us may be collected, transferred, and stored in various locations, including, in the United States of America, Asia, the European Economic Area, or other locations. By submitting your personal information, you agree to this transfer, storing and processing. The transfer of



personal data from EEA, UK and Switzerland is governed by a Global Data Transfer Agreement based on the EU Standard Model Clauses between PTC's EEA, UK and Swiss Affiliates and its non-EU, Affiliates.

4. INFORMATION INTEGRITY

We will take reasonable steps to ensure that your Personal Information is reliable for its intended use, accurate, complete, and current. You are responsible for the accuracy of all personal data you provide to us. As a registered user of the Service, please be sure to update Your Personal Information promptly if it changes or becomes inaccurate. All Personal Information will be removed from our systems when you deregister/close your account.

5. DISCLOSURES OF PERSONAL INFORMATION

We do not share Your Personal Information with others, except as follows: To the extent that it is necessary to support the provision of the Services etc, as outlined above, we share Your Personal Information within PTC and its Affiliates wherever they may be located. We also may share Your Personal Information with third parties who process the data on our behalf for the purposes set forth in this Statement. Where access to our Services has been granted by an Organization, we may share certain Personal Information with that Organization to enable it to administer your account, the subscription to the Service and respond to your requests for information.

6. HOW DO WE PROTECT PERSONAL INFORMATION?

Transmissions over the Internet are never 100% secure or error-free. However, we take reasonable steps to protect your personal information from loss, misuse, and unauthorized access, disclosure, alteration, and destruction. It is your responsibility to safeguard any password you use to access the Service and to change your password if You suspect that it has been compromised. You are solely responsible for any unauthorized use of the Service conducted with your account. Please see [PTC's Trust Center](#) for more information about PTC's cybersecurity practices.

7. PERSONAL INFORMATION RELATING TO CHILDREN WHO ARE UNDER 13 (OR UNDER 16 IN THE EU)

Except for our products or Services that are being used for educational purposes in a school or college context, the Services are not intended for children under the age of 13 (16 years of age for EU residents). We do not intentionally or knowingly collect personally-identifiable information from children under this age.

8. AMENDMENTS

We reserve the right to change this Policy from time to time and in our sole discretion. We will alert You that changes have been made by indicating on the Policy the date it was last updated. When You use the Service, You are accepting the current version of this Policy as posted in the App at that time.

9. HOW TO CONTACT US

If you have any questions or concerns about our use of your Personal information or this Privacy Policy, please contact us using the following details:



The Global Data Privacy Officer

PTC Inc.

121 Seaport Boulevard, Boston MA 02201

Attn: Compliance Department – Privacy

or

dataprivacy@ptc.com

or

www.ptc.com/opendoor

International Contact telephone numbers are available on PTC's OpenDoor website.