Privacy Policy

DragonWave-X recognizes the importance of protecting information collected about our customers and clients. The purpose of this Privacy Policy is to inform individuals about the types of personal information that DragonWave-X receives, holds and processes. This Privacy Policy applies only to DragonWave-X's suite of websites as well as electronic mailing lists. It does not apply to data collected on any other website, including websites to which our websites or mailers may link to.

This document is available in a more accessible format upon request. To request an alternate format of our Privacy Policy, please contact our Privacy Officer by emailing privacy@dragonwavex.com or by mail at 600 – 411 Legget Drive, Kanata, ON, K2K 3C9.

Who does this Privacy Policy apply to?

1. This policy applies to all users of the DragonWave-X suite of websites, including subscribers of the DragonWave-X Web Partner and Blog mailing lists. It encompasses Partner Portal members, customers, clients, employees, and third-party users, including Customer Support site users and users of the DragonWave-X Services Portal. By using these websites or being subscribed to our electronic mailer, you are consenting to this Privacy Policy.

What types of personal information is collected?

2. DragonWave-X collects personal information about visitors and users of the websites including registered users of the Partner Portal, Services Portal and Customer Support website. In addition to the websites, DragonWave-X also collects personal information about subscribers of the DragonWave-X Web Partner and Blog mailing lists.

   The types of information collected may include:

   - Full Names (First and Last)
   - Usernames
   - E-mail addresses
   - Telephone numbers
   - Job titles
   - Company names
   - Location information (Country, State/Province, Region)
   - Blog comments
   - Reseller information
   - Contact inquiries
   - Download activities
   - IP Addresses
   - Web analytics data (i.e. IP address, date and time of your visit to the website, length of your sessions, pages and files accessed, website referrals)[1]

DragonWave-X may store some data on users' devices in the form of a "cookie". Cookies are pieces of information that are transferred to computer hard drives for record-keeping purposes. In the case of our website, they are used to automatically recognize our users' devices when they visit the website. Cookies were requested by our users to save time when browsing certain areas of our website, such as the Partner Portal. Users who do not wish to receive this service can configure their web browser to erase and block cookies.

How do we collect information?

3. DragonWave-X collects information that is provided automatically as you navigate through the websites and directly from its web forms.

   a. Personal information is collected from submitted Partner Portal account registration forms, contact inquiry forms, download forms, and tradeshow booking forms.

   b. A web analytics tool and website tracking code are used to automatically collect measured information of sessions, traffic referrals, and visitor and page activity.[1]

4. DragonWave-X also collects information from subscriptions made to the DragonWave-X Web Partner and Blog mailing lists through its signup forms.

5. For our Services Portal and Customer Support website, information is collected from customers directly via email or phone to create user accounts.

   a. Information is also collected when

   - We correspond to customer enquiries;
   - Customers contact us for support;
   - Customers request software; or
   - Our site sends error reports or application analytics data.

How do we use personal information?

6. For users and visitors of the DragonWave-X websites, we will use your personal information to:

   a. Administer and respond to any submitted inquiries, requests, and comments.

   b. Contact you, from time to time, with details of new product offers and the latest services if consented.

   c. Manage our legal and operational affairs (including, managing risks relating to content, fraudulent matters, and spam)

   d. Help improve website usage and content, including DragonWave-X's products and services.

7. For registered users of the DragonWave-X Partner Portal, we will use your personal information to:

   a. Administer your account and verify your identity when you sign into the Partner Portal.

   b. Provide the products and services you requested from us.

    c.   Contact you, from time to time, with details of new product offers and the latest services you requested from us.

8. For registered users of the DragonWave-X Services Portal and the DragonWave-X Support website, we will use your personal information to:

    a.   Administer your account and verify your identity when you sign into the Services Portal.

    b.   Provide the products and services you requested from us.

    c.   Contact you, from time to time, with details of new product offers and the latest services you requested from us.

9. For subscribers of the DragonWave-X Web Partner mailing list, we will use your personal information to send occasional information and updates about company promotions, events, and tradeshows.

10. For subscribers of the DragonWave-X Web Blog mailing list, we will use your personal information to send occasional information about published blog articles containing microwave solution insights.

Where do we transfer and/or store your personal information?

11. All data is collected, processed, stored, and managed at DragonWave-X Headquarters. To protect your information, we work alongside subcontractors and service providers with the aims of maintaining an acceptable standard of data security compliance.

How do we keep your personal information secure?

12. We store all personal information on a secure server managed by our services providers. Occasionally, backup files are kept in a secure location for operational purposes. We use security procedures to help protect personal information from unauthorized access, use or disclosure.

How can you access your personal information?

13. For registered users of the DragonWave-X Partner Portal, you can access some of the personal information that we collect about you by signing into the Partner Portal. You can also close the account you have with us. To make an access or correction request, please contact our Privacy Officer using the contact details provided in the last section of this Privacy Policy.

14. For subscribers of the DragonWave-X Web Partner and Blog mailing lists, you can access and update your subscription profile from any received e-mail communications sent via the mailing lists. You can also unsubscribe from the mailing lists you are subscribed to.

15. For registered users of the DragonWave-X Services Portal, you can access some of the personal information that we collect about you by signing into the Services Portal. If you wish to deactivate your account with us please contact our support department. To make an access or correction request, please contact our Privacy Officer using the contact details provided in the last section of this Privacy Policy.

16. For registered users of the DragonWave-X Customer Support Site; if you wish to deactivate your account with us, please contact our support department. To make an access or correction request, please contact our Privacy Officer using the contact details provided in the last section of this Privacy Policy.

How long do we keep your personal information?

17. DragonWave-X will retain your personal information as long as it is necessary. Users have the right to ask whether DragonWave-X holds any personal information about them and to see that information. Should a user desire their record to be viewed or deleted, they can do so by contacting our Privacy Officer using the contact details provided in the last section of this Privacy Policy. Please note that if you request erasure of your personal information, we will retain some personal information from any page, download, or form activities. The information we retain will be handled in accordance with this Privacy Policy.

When do we disclose your personal information?

18. Here at DragonWave-X, we take your privacy seriously and will always treat your personal details with the utmost care and will never sell to other companies for marketing purposes.

    DragonWave-X is committed to protecting the security of its users' personal information. Within DragonWave-X, only those who have reasonable need will have access to a user's personal information. We will not disclose any of our users' personal information to any third-party users.

    If you make your personal information available to other parties and individuals, DragonWave-X can't control or accept responsibility for how the data will be used or managed.

How can you contact us?

19. Any inquires, questions, concerns or complaints regarding our privacy policies and practices should be forwarded to our Privacy Officer as follows:

    In writing: Attn: Privacy Officer
                         DragonWave-X
                         600 – 411 Legget Drive
                         Kanata, Ontario, Canada
                         K2K 3C9

    Via email: privacy@dragonwavex.com

20. To contact DragonWave-X Customer Support

    Email: support@dragonwavex.com

    24 Hour Customer Support Line: +1 (613) 271-7010

21. If you do not agree to the terms in this Privacy Policy, or you have any questions regarding our commitment to your privacy, please do not hesitate to contact our Privacy Officer.

22. For the purposes of applicable EU data protection law (including the General Data Protection Regulation 2016/679 (the "GDPR"), we are a 'data controller' of your personal information.

This Privacy Policy is subject to change to ensure that it remains up to date with the latest legal requirements and any changes to our privacy management practices. Users will be notified of any changes to the policy where required.

DragonWave-X Online Privacy Policy v4, Effective Date 25 May 2018

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[1] Information collected by DragonWave-X from its web analytics tool is not personally identifiable and is simply used to improve the website usage and content.