SimpliLoad Privacy Statement

Version 1.1 — Hofstetter Computer Consulting LLC

Effective Date: September 20, 2026

1. Scope

This Privacy Statement describes how SimpliLoad (“Software”), developed and owned by Hofstetter Computer Consulting LLC (“Licensor”), handles data in connection with your download, installation, and operation of the Software within your own infrastructure.

2. Data Processed Locally by SimpliLoad

The Software operates entirely within your private environment (on-premises or private cloud) and interacts directly with your IBM Cognos Analytics REST API endpoints and infrastructure. The Software processes:

- Cognos report definitions, package metadata, and folder paths;
- test execution parameters, load profile configurations, and concurrent user counts;
- performance metrics, response times, and status codes generated during test runs;
- encrypted Cognos authentication tokens or credentials supplied for automated REST API access;
- application diagnostic logs stored locally inside the container environment.

Zero Telemetry: All such data is processed strictly within your local environment and remains under your exclusive control. The Software does not transmit telemetry, usage analytics, execution metrics, or report metadata to Licensor or any third-party server.

3. Information Collected by Hofstetter Computer Consulting LLC

Licensor does not collect or receive data processed by the Software during normal operation. Licensor receives limited information only under the following circumstances:

3.1 Purchasing & Marketplace Transactions

When you purchase or subscribe to the Software through the IBM digital marketplace or an authorized reseller marketplace, Licensor may receive limited order and contact details (such as organization name, billing contact

name, business email address, and entitlement tier) necessary to confirm your order and fulfill support entitlements.

3.2 Voluntary Support Submissions

If you contact Licensor for technical support, you may voluntarily provide:

- contact details (e.g., name, business email address, phone number);
- support case descriptions and environment details (e.g., Docker/Cognos versions);
- sanitized container log excerpts, screenshots, or error reports.

4. Use of Customer Information

Information received through order fulfillment or voluntary support requests is used solely to:

- fulfill purchases, verify subscription entitlements, and maintain customer records;
- diagnose and resolve customer technical support inquiries;
- communicate critical security alerts, bug fix notices, or software release updates.

Licensor does not use customer information for marketing profiling, nor does Licensor sell, rent, or trade customer data to third parties.

5. Third-Party Data Sharing

Licensor does not sell or share customer data with third parties except:

- when required by law, subpoena, or legal process; or
- with your explicit consent to resolve a specific technical issue.

Data exchanged between your environment and IBM Cognos Analytics remains governed by your organization's internal policies and direct contracts with IBM.

6. Security Responsibilities

Because the Software is deployed locally within your environment, you are responsible for:

- securing your host servers, Docker Compose environments, and internal networks;
- restricting network and admin access to the Software web application;
- supplying strong encryption keys (`SIMPLILOAD_MASTER_KEY`) for local credential storage;
- sanitizing support logs and attachments to ensure no confidential passwords, tokens, or PII are transmitted in support tickets.

7. Data Retention & Purging

Licensor retains order metadata and support ticket communications only as long as necessary to fulfill active subscriptions, maintain tax/accounting compliance, and service open support requests. Voluntary support attachments and log excerpts are deleted upon case resolution or upon written customer request.

8. Customer Privacy Rights

Regarding personal contact information held by Licensor for billing or support, you may request access, correction, or deletion by contacting Licensor directly.

9. Changes to This Privacy Statement

Licensor may update this Privacy Statement from time to time. Updated versions are included with each new Software release. Licensee’s continued use of the Software after an update constitutes acceptance of the revised Privacy Statement.

10. Contact Information

For questions regarding this Privacy Statement or data handling practices, contact:

Hofstetter Computer Consulting LLC
Email: support@hofstetr.cloud
Website: https://www.hofstetr.cloud