



HELPDESKEDDY

Privacy policy

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1. Introduction

This Policy describes our commitment to protecting the privacy of individuals who:

- visit our Websites (see definition below) ("Website Visitors") or individuals who ask us to contact them through our online forms;
- who register to use our products and services that we offer by subscription at <https://en.helpdeskeddy.com> ("Service(s)");

In this Policy, the term "Websites" refers collectively to <https://en.helpdeskeddy.com>. This Policy describes how HelpDeskEddy collects, uses, shares and protects the personal information you provide. It also describes your choices about how your personal information is used, accessed and corrected.

2. Scope of this Policy

We collect information at the direction of our Subscribers and have no direct relationship with the individuals whose personal information we process in connection with Subscribers' use of our Services. The use of information collected through our Services is limited to the purpose of providing the service for which Subscribers have engaged a HelpDeskEddy member. If you are an individual who interacts with a Subscriber using our Services (such as a customer or user of one of our Subscribers) and you need help, want to change your contact information, or no longer want to be contacted by one of our Subscribers using our Services, contact the Subscriber with whom you are interacting directly.

When this Policy does not apply - third party websites:

Our Websites may contain links to other websites. The way we use information and content from such Web sites is governed by the privacy statements of those Web sites. We encourage you to read the privacy statements of those Web sites to understand how they use information.

When this Policy does not apply - Service Data:

Except for Account Information (as defined below) and other information we collect in connection with your registration or authentication to use our Services, this Policy does not apply to our security and privacy procedures regarding electronic data, texts, messages, information and other materials provided by you and stored on the Services ("Service Data").

Subscribers to our Services are solely responsible for establishing policies and ensuring compliance with all applicable laws and regulations, as well as any and all privacy policies, agreements and other obligations relating to the collection of personal data in connection with the use of our Services by individuals (also referred to as "Data Subjects") with whom our Subscribers interact.

3. The information you give us

Account information and registration data:

We request and may collect personal information about you, such as your name, telephone number, email address, instant messaging ID and credit card information, as well as certain related information such as your company and website names, when you register for an account in order to access or use one or more of our Services ("Account"). We also request and collect personal information, such as your email address and name or alias, from any individual you authorize to log in and use our Services in connection with your Account ("Agent" or "End-user" as defined in the Service Agreement). We process your personal data based on our legitimate interest in order to provide you with the functionality you need while using our Service(s).

If you signed up for a free trial Account, you must not enter your credit card information until you choose to subscribe to our Services for a fee. A third party intermediary is used to process credit card payments. This intermediary is not permitted to store, retain, or use your payment information other than to process credit card payments on our behalf.

For the purposes of this Policy, we refer to any information described above, as "Account Information". By voluntarily providing us with Account Information, you represent that you are the owner of such personal information or otherwise have the necessary consent to provide it to us.

Other information:

We request and may collect personal information from you when you complete web forms on our websites or use interactive features of the websites, including contacting customer support or otherwise interacting with us. We process your personal data in order to perform our contract with you for your use of our websites and Service(s) and to fulfill our obligations to you under the Service Agreement. If we have not entered into a Service Agreement with you, we process your personal data based on our legitimate interests in operating and administering our websites and providing you with content that you access and request.

Mobile App:

When you or your Agents download and use our Services, we automatically collect information about you, such as the device you use and the version of operating system you have installed, your mobile carrier through which you download the mobile app, and the country from which you connect, to fulfill our obligations under the Master Subscription Agreement with our Subscribers.

4. The information we receive from you on our websites

Cookies and other tracking technologies:

We and our authorized partners may use cookies and other information gathering technologies for various purposes. These technologies may provide us with personal information, information about the devices and networks you use to access our web sites, and other information about your interactions with our web sites.

We may use web beacons, tags and scripts on our websites or in our emails or other emails we send you. They help us deliver cookies, count visits to our websites, analyze campaign usage and effectiveness, and determine whether an email has been opened and acted upon. We may receive reports based on the use of these technologies by our third party service providers on an individual or aggregate basis.

We use local storage such as HTML5 and Local Shared Objects ("LSO", also known as Flash-cookie) to store content information and preferences. Different browsers may offer their own management tools to remove HTML5. Third parties with whom we partner to provide certain features on our websites or to display advertisements based on your Internet search history use HTML5 and Flashcookies to collect and store information.

We work with third-party service providers to display ads on websites or to manage our advertising on other websites. Our third-party partners may also use technologies such as cookies, web beacons, tags, flash cookies, HTML, scripts or other tracking technologies to collect information about your activities on our and other websites in order to offer advertisements based on your views and interests.

Logs:

Like most Web sites and services provided over the Internet, when you interact with our Web sites and Services, we collect certain information and store it in a log file. This information includes Internet Protocol (IP) addresses, browser type, name of ISP, referring and exiting pages, operating system, date/time stamp, information you are looking for, regional and language settings, your device identification numbers, the name of your mobile carrier and your system configuration information. Sometimes (as needed) we may link your personal information to information collected in our log files in order to improve our Websites and Services. In that case, we treat the combined information in accordance with this Policy.

Analytics:

When you use the Websites, we collect analytics information to help us improve the Websites, including through the use of cookies. We may also share aggregated and/or anonymized information about your activities on our websites with third-party analytics providers.

5. How we use the information we collect

Main application:

We may use the information we collect about you (including personal information, if applicable) to fulfill our obligations under our Services Agreement with you and in accordance with our legitimate interests, including: (a) to provide, manage, maintain, improve and promote our Websites and Services; (b) to provide you access to use the Websites and Services; (c) to process and complete transactions and send you relevant information, including purchase confirmations and invoices; (d) to send you transactional communications, including responses to your comments, questions and requests, for customer service and support, to send you technical notices, updates; (e) to send promotional communications such as information about our products and services, features, to provide other news or information about us and our partners; (f) to monitor and analyze trends, usage patterns, and activities related to the Sites and Services and for marketing or promotional purposes; (g) to investigate and prevent fraudulent transactions, illegal access to the Sites and Services, and other illegal activity

Legal basis for processing (only for EEA visitors):

If you are a visitor from the European Economic Area ("EEA"), our legal basis for collecting and using the personal data described above depends on the data itself and the specific situation in which we collect it.

However, we generally only collect your personal data when we need it to fulfill a contract we have with you (for example, to provide our Services to you), when the processing is related to our legitimate interests and does not infringe on your data protection interests or fundamental rights and freedoms or with your consent. In some cases we may also have a legal obligation to collect your personal data.

If we ask you to provide personal data in order to comply with legal requirements or to fulfill a contract, we will inform you in a timely manner and inform you whether or not providing your personal data is mandatory (and the possible consequences if you do not provide your personal data).

Similarly, if we collect and use your personal data in accordance with our legitimate interests (or the interests of any third party), we will explain to you in a timely manner why we need to use your personal data. If we process your personal data based on your consent, you have the right to withdraw it at any time.

If you have questions or need more information about the legal basis on which we collect and use your personal information, please contact us at the address listed in the "Contact Us" section below.

6. Communication of collected information

Third-party service providers:

We share information, including personal information, with our third party service providers who provide us with hosting and maintenance of our Websites, application development, backup, storage, payment processing, analytics and other services. These third party service providers may have access to or process your personal information in order to provide us with the above services. We do not permit our third party service providers to use personal data provided to them by us for their marketing or any other purposes other than those related to the services they provide to us.

We may also share aggregated and/or anonymized information about your use of the Services with third parties for marketing purposes in accordance with our legitimate interests to develop and promote our Services. However, we never indicate that the information was provided by you, your Agents or End-users.

We may collect (and may engage third party analytics providers for this purpose) information about your use of the Services, including an assessment of how Agents and End-users use the Services ("Usage Data"), to develop new features, improve existing features, and develop sales and marketing strategies in accordance with our legitimate interests to improve the Services. When processing Usage Data, all personal data is anonymized. Third party analytics service providers that we engage will not share or otherwise disclose Usage Data, although we may release such data at certain times.

Compliance with the law and compliance with law enforcement requests; Protection of our rights:

In certain circumstances, we may be required to disclose your Personal Information in response to lawful government requests, including national security or law enforcement requests. We may disclose Personal Information pursuant to a subpoena, court order or similar legal process or to establish or enforce our legal rights or defend against legal claims. We may also share such information when we believe it is necessary to investigate, prevent or take action against illegal activity, suspected fraud, in situations where there is a threat to the physical safety of any individual, a breach of our Service Agreement, or as otherwise required by law.

Reviews:

At certain times, we may post reviews on the Websites that may contain personal information. We always obtain your consent to post your name along with your review. If you want to update or delete your review, contact us at support@helpdeskeddy.com.

To promote our Services:

We may share information, including personal information, with our channel partners solely for the purpose of enabling them to notify you about our Services. HelpDeskEddy requires our channel partners to provide an unsubscribe option as part of their communication with you.

With your consent:

We may also share your personal information with third parties if you consent to us doing so.

7. Transmission of personal data internationally

We do not share your personal data with third parties, except as necessary to fulfill your request, for our professional and business needs, or as required and to the extent permitted by law. If we transfer your personal data to third parties or service providers, appropriate measures will be taken to ensure correct and secure processing in accordance with applicable data protection laws.

We store personal information of Website Visitors and Subscribers in the EEA, the United States and other countries and regions. In order to facilitate our international operations, we may transfer and access users' personal data from all over the world, including countries where HelpDeskEddy operates. Therefore, your personal data may be processed outside of the EEA and in countries that are not covered by the European Commission's decision on sufficiency of data protection measures and do not provide the same level of data protection as in the EEA.

In such cases, we ensure that the recipient of your personal data provides an appropriate level of protection, for example by including standard contractual data transfer terms approved by the European Commission (Article GDPR). Otherwise, data is transferred internationally only after obtaining your consent.

You can get more information about the protection of your personal data when it is transferred outside of Europe (including a sample of standard contractual terms) by contacting us in the manner described in the paragraph below.

8. Other important confidentiality information

Notice to Clients:

Our Services are intended for use by businesses. If you use our Services through our Subscriber, the Subscriber is the controller of your personal data. Your questions and inquiries regarding your personal data should first be directed to the HelpDeskEddy Subscriber as the controller of your personal data. HelpDeskEddy is not responsible for our Subscribers' privacy or security procedures, which may differ from this Policy.

HelpDeskEddy subscribers can:

- limit, suspend or terminate your access to the Services;
- access and describe the personal information you gave them;
- access and export the personal data they process;
- make changes to your personal information, including your end-user profile.

Data storage:

Where HelpDeskEddy is the controller of personal data (e.g., personal data relating to Website visitors, Event Attendees or individuals who register to use our Services), we retain personal data collected in accordance with our legitimate business interests (such as in order to provide you with the Services, the opportunity to participate in an event and for legal, tax or accounting compliance purposes).

If your personal information is processed as part of the Subscriber Service Data, we will process your information for as long as we are authorized to do so by the relevant Subscriber, who is the controller of such Subscriber Service Data.

9. How to exercise your rights to protect personal data

You have choices about your personal information. Below is a list of the options available to you, information on how to use them, and restrictions.

Correcting, updating and deleting your data:

An individual who wishes to exercise his or her personal data protection rights with respect to personal data stored or processed by us on behalf of our Subscriber within the Subscriber Service Data (including to access, or to correct, amend, delete, transfer or restrict processing of such personal data) must send his or her request to our Subscriber (data controller). Upon receipt of a request from one of our Subscribers to delete personal data, we will respond within thirty (30) days. We retain the personal information we process and maintain on behalf of our Subscribers for as long as necessary to provide the Services to our Subscribers.

Access and update or delete your information:

Our Services and related documentation on our Privacy and Data Protection Website provide Agents and End-users with the ability to access, update and delete certain personal information on the Services themselves. For example, you can access your Agent or End-user profile and update your personal information. Where we act as a controller of your personal data, we will provide you (upon request) with information about whether we hold any of your data. We will respond to such requests on your part within a reasonable time frame. Please note that we may need to retain certain information to maintain records, complete transactions or meet our legal obligations.

Deactivate your user profile:

If you no longer want to use our Services, the HelpDeskEddy Subscriber may deactivate your End User account. First, contact the HelpDeskEddy Subscriber about this issue. If you are a HelpDeskEddy Subscriber and cannot deactivate your Client account in your administrator settings, contact HelpDeskEddy for support. Keep in mind that deactivating your account does not delete your information; your information remains visible to other users of the Services based on your past participation in the Services.

Please stop using your data:

You have the right to ask us to stop accessing, storing, using or otherwise processing your personal information if you believe that a HelpDeskEddy Subscriber or HelpDeskEddy does not have the right to do so. For example, if you believe that an account on the Services was created for you without your permission or you are no longer an active user, you have the right to ask us to delete your account under this Policy. If you have given us consent to use your personal information for a limited purpose, you may contact us to withdraw your consent. You can also opt out of using your personal information for marketing purposes by contacting us at the address below. When we receive such requests, we may take time to further review and process your request. Please note that a HelpDeskEddy Subscriber End-user must first contact the HelpDeskEddy Subscriber with a request to stop accessing, storing and using personal data. If there is a delay or dispute as to whether we have the right to continue to use your personal information, we will restrict any further use until your request has been processed or the dispute has been resolved, provided there is no objection from the HelpDeskEddy Subscriber (if applicable).

Refuse messages:

For those who provide personal contact information, we offer choices about how we will use that information. You can opt out of receiving marketing emails by clicking the "unsubscribe" link located at the end of our marketing emails, or you can send us a request to support@helpdeskeddy.com. You can opt out of receiving promotional emails from us by clicking on the "unsubscribe" link located in the body of the email.

Other rights regarding data protection:

If you would like to exercise any other data protection rights that you have under local data protection laws (such as the right to data portability or to restrict data use), send your request to support@helpdeskeddy.com and we will respond in accordance with applicable data protection laws.

10. Personal information about children

We do not knowingly collect personal information from children under the age of 13. If you are under age, do not submit personal information through our Sites and Services. We encourage parents and legal guardians to monitor children's use of the Internet and comply with this Policy by instructing children never to submit personal information through the Websites or Services without their permission. If you have reason to believe that a child under age has provided personal information to us through the Websites or Services, contact us at support@helpdeskeddy.com and we will use commercially reasonable efforts to have that information removed.

11. Commercial Operations

We may assign or transfer this Policy, as well as your account and related information and data, including any personal data, to any person or entity that acquires all or a substantial portion of our business, stock or assets from us, or with whom we merge. If this happens, we will notify that person to comply with this Policy when using your personal information.

12. Changes to this Policy

We may update this Policy from time to time as legal, regulatory or operational requirements change. We encourage you to periodically review this page for the most up-to-date information about our privacy practices.

If material changes are made to this Policy, we will notify you by posting an announcement on our Websites before the changes take effect.

If you do not agree to the changes to this Policy, please stop using the Sites and Services.

13. Contact us

If you have any questions or complaints regarding this Policy or HelpDeskEddy's privacy practices, please contact us at support@helpdeskeddy.com.