

PRIVACY POLICY

This Privacy Policy covers what SPECTRALSOFT LLP (hereinafter “SPECTRALSOFT LLP” or “We”) collect and how We use, disclose, transfer and store your information.

The person responsible within the meaning of the GDPR and other national data protection laws of the member states as well as other data protection regulations is the

SPECTRALSOFT LLP

Address: Palliser House, Palliser Rd, London W14 9EB, UK

e-mail: support@pulsedesk.com

GENERAL INFORMATION ABOUT THE COLLECTION AND PROCESSING OF YOUR DATA

We process personal data only insofar as this is necessary to provide a functioning website and our content and services. The processing of personal data takes place regularly only with consent. An exception applies to cases in which prior consent can not be obtained for reasons of fact and the processing of the data is permitted by law.

The processing of your data is either based on your consent or in case the processing is necessary for the performance of a contract to which you are a party, or in order to take steps at your request prior to entering into a contract, or based on legitimate interest, cf. GDPR art. 6(1)(a)-(b), (f).

If the processing is based on your consent, you may at any time withdraw your consent by contacting us using the contact e-mail: support@pulsedesk.com.

We only store personal data for as long as is necessary to fulfill contractual or legal obligations for which we collected the data. After that, we delete the data immediately, unless we still need the data until the expiry of the statutory limitation period for evidence purposes for claims under civil law or due to statutory retention obligations.

We delete or block the personal data of the data subject as soon as the purpose of the storage is fulfilled. It may also be stored if provided for by the European or UK legislator, laws or regulations to which our company is subject. Blocking or deletion of the data also takes place when a storage period prescribed by the standards mentioned expires, unless there is a need for further storage of the data for conclusion of a contract or fulfillment of the contract.

You may not require to change any of the default retention periods, except for the reasons for erasure pursuant, but you may suggest changes for compliance with specific sector laws and regulations.

No data except Account Data will be retained after the termination of the Agreement. You may request a data copy before termination. You must not cancel the account until the data copy has been delivered, as we will not otherwise be able to deliver the data copy.

The Privacy Policy does not apply to the following activities:

Personal information collected about you by SPECTRALSOFT'S LLP Clients. SPECTRALSOFT'S LLP Clients are responsible for their own personal information collection and processing practices, including when Clients use SPECTRALSOFT'S LLP services to process your personal information. To find out more about our Clients' use of personal information about you, you are encouraged to review the relevant privacy policy of the company who collected your information from you. Please consult that company directly if you have any further questions about its use of information about you.

Personal information processed by SPECTRALSOFT LLP to provide Cloud, Technical Support, Consulting or other services to SPECTRALSOFT'S LLP Clients. “Services personal information” is personal information processed by SPECTRALSOFT LLP on behalf of a Client in order to provide and perform contracted services. If you are an Client and SPECTRALSOFT LLP is processing personal information on behalf of your company, please refer to the [DATA PROCESSING AGREEMENT](#) for information.

Specific pieces of information about you that SPECTRALSOFT LLP may collect and process depending on your interaction with SPECTRALSOFT LLP, includes:

- Consent Data (Consent ID, Consent date and time, User Agent of the browser and Consent State.)
- Device data (HTTP Agent, HTTP Referrer)
- URL visited
- User language
- IP address
- Geolocation
- Name, email addresses, and telephone numbers
- Company data such as the name, size and location of the company you work for and your role - within the company as well as publicly available company information and activity associated with company data;
- chat transcript data from Client's support chat sessions
- information about a device you use, such as browser, device type, operating system, the presence or use of "apps", screen resolution, and the preferred language;
- behavioral data of the internet connected computer or device you use when interacting with the sites, such as advertisements clicked or viewed, sites and content areas, date and time of activities or the web search used to locate and navigate to a site.

Certain online information about you or device information may originate from the use of cookies and similar technologies (for example, pixel tags and device identifiers) on our sites or sites of third parties.

CONTACT REQUESTS FOR PRODUCT INFORMATION, A DEMO OR OTHER CONCERNS

On our website you can contact us via various options: e.g. book a demo, request a quote, request product information, request guides, contact request form, support tickets and our chat function. If you make use of these options, the data entered in the input mask will be transmitted to us and saved. In addition to the specific input macro data, the IP address and the date and time of the request are collected and stored.

Alternatively, a contact via email address is possible. In this case, your personal data transmitted by email will be stored.

In this context, there will be no disclosure of the data to third parties, unless this is necessary for the processing of the query (for example, demo booking tool). In any case, the data will be used exclusively for processing the conversation, unless agreed upon otherwise.

Legal basis for the processing of the data is in general the consent of the user, GDPR art. 6(1)(a).

The processing of personal data from the input mask is solely for the processing of your request.

If you have booked a demo, requested product information or an offer, we reserve the right to store the data for two years to measure the profitability of our sales and marketing. Otherwise, we will delete the data as soon as it is no longer necessary to achieve the purpose of its collection. For the personal data entered in the contact form and those sent by email, this is the case when the respective conversation with you has ended. The conversation is ended when it can be inferred from the circumstances that the relevant facts have been finally clarified.

You have the possibility at any time to revoke your consent to the processing of the personal data. If you contact us by email, you may object to the storage of your personal data at any time. In such a case, the conversation can not continue. All personal data stored in the course of contacting will be deleted in this case.

YOU BECOME A CLIENT OF AFFILIATE OF SPECTRALSOFT LLP

Any of the information we collect from you may be used for one or more of the following purposes:

To enable you to control the user experience towards End Users and enable the Service to apply the End User's;

To identify you as a contracting party;

To establish a primary channel of communication with you;

To send periodic emails [the email address you provide for order processing may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news (if accepted), updates, related product or service information, etc.].

If you choose to register on our website and become a Client or Affiliate next categories of data to and on behalf of you will be processed:

when you register for an account on our site, place an order, subscribe to our newsletter or respond to a survey, basic contact details are collected, such as the email address and name of your contact person, company name, address, phone number, preferred language, any purchase order number, any email address of invoice recipients.

Legal basis for the processing of the data, is in the presence of consent, GDPR art. 6(1)(a). With registration for an account the legal basis is GDPR art. 6(1)(b) for the fulfillment of a contract or the implementation of pre-contractual measures.

Registration is required to fulfill the Client contract or to carry out pre-contractual measures.

You always have the option to cancel your account. You can change the data stored about you at any time. If the data is required to fulfill a contract or to carry out pre-contractual measures, premature deletion of the data is only possible, unless contractual or legal obligations preclude deletion.

COOKIES AND TRACKING TECHNOLOGIES

See [Cookie Declaration](#) for information on the cookies we use.

MINORS

Our services are not aimed at children under 13 years. We do not knowingly collect information from children under the age of 13. If you have not reached the age limit, do not use the services and do not provide us with your personal information. If you are a parent of a child below the age limit and you learn that your child has provided with personal information, please contact us at support@pulsedesk.com and insist on exercising your rights of access, correction, cancellation and / or opposition.

THIRD PARTY LINKS

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked websites. Nonetheless, we seek to protect the integrity of our website and welcome any feedback about these websites.

RECIPIENTS OF DATA AND DATA TRANSFER TO THIRD COUNTRIES

We do not sell, trade or otherwise transfer to outside parties any personally identifiable information.

This does not include trusted third parties or processors who assist us in operating our website, conducting our business, or servicing you. Such trusted parties may have access to personally identifiable information on a need-to-know basis and will be contractually obliged to keep your information confidential.

We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect our rights or the rights of others, property, or safety.

We only pass on the data we have collected if this is necessary for the fulfillment of the contract or for the provision of the technical functionality of the website, or if there is another legal basis for passing on the data.

We process your data ourselves. In some cases, however, we also use service providers. In addition to the processors mentioned in this privacy policy, these may include, in particular, data centers that store our website and databases, IT service providers that maintain our systems, and consulting companies. If we pass on data to processors, they may only use the data to fulfill their tasks. The processors have been carefully selected and commissioned by us. They are contractually bound to our instructions, have suitable technical and organizational measures in place to protect the rights of the data subjects and are regularly monitored by us.

In addition, disclosure may take place in connection with official enquiries, court orders and legal proceedings if it is necessary for legal prosecution or enforcement. When governments make a lawful demand for customer data from us, we strive to limit the disclosure. We will only release specific data mandated by the relevant legal demand.

If compelled to disclose your data, we will promptly notify you and provide a copy of the demand unless legally prohibited from doing so.

If we commission third parties with the collection, processing and use of data within the scope of commissioned processing in accordance with Art. 28 GDPR, this will also take place exclusively in compliance with the statutory provisions on data protection.

As explained in this privacy policy, we use services whose providers are partly located in so-called third countries (outside the European Union or the European Economic Area) or process personal data there, i.e. countries whose level of data protection does not correspond to that of the European Union. Where this is the case and the European Commission has not issued an adequacy decision (Art. 45 GDPR) for these countries, we have taken appropriate precautions to ensure an adequate level of data protection for any data transfers. These include, among others, the standard contractual clauses of the European Union or binding internal data protection regulations.

YOUR RIGHTS

If we process your personal data you have – after successful identification – the following rights towards us:

Right to information (Article 15 GDPR)

Right to deletion (Article 17 GDPR)

Right to rectification (Article 16 GDPR)

Right to restriction of processing (Article 18 GDPR)

Right to data portability (Article 20 GDPR) – You may at any time order a complete data copy, which you may transmit to another controller of the data.

Right to withdraw consent (Article 7(3) GDPR)

Right to object to certain data processing activities (Article 21 GDPR)

In order to exercise your rights described here, you can contact us at any time using the contact support@pulsedesk.com.

You may at any time lodge a complaint with a supervisory authority regarding collection and processing of your personal data.

XIV. SECURITY AND INTEGRITY OF THE DATA

Protecting the information you give us or that we receive about you is our priority. We take appropriate security measures to protect your information from loss, misuse, and unauthorized access, alteration, disclosure, or destruction.

TERMS OF SERVICE AND DATA PROCESSING AGREEMENT

Please also visit our [Terms of Use](#) section establishing the use, disclaimers and limitations of liability governing the use of our website and services and our [Data Processing Agreement](#).