Privacy policy

Describes EcoOnlines information collection and use practices.

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General

This policy describes EcoOnlines information collection and use practices. This policy refers to EcoOnline. as "we," "us," or "our," and refers to the reader as "you" or "user."

The Information we collect and how we collect it

To provide the applications, we need to know certain information about you. The types of information we collect depends on how you use the applications. Several categories of information are collected from you, as described below.

A. Information provided by you

Information that you may provide to us includes, but is not limited to:

- Name
- Email addresses
- Social security number (Eco Exposure)

For example, we may collect information from you when you:

- Log in or create an account
- Create or edit your user profile
- Complete a form in the system
- Request certain features (e.g., newsletters, demos, and other products)
- Contact customer support
- Provide us with feedback through the system

The decision to provide us with information is optional; however, if you elect not to provide certain information, you may not be able to access certain content or features available through our services and applications.

B. Information that is collected automatically through 3rd party services

We might use third-party web analytics services on our applications. The information gathered through these services, helps us evaluate your use of the applications and provide you with support. To give access or prevent EcoOnline from using your information for analytical purposes, you can opt in or out at any time by activating / deactivating usage data from the page Privacy and EcoOnline (available when logged in).

We may collect information about: (i) the computers or devices (including mobile devices) you use to access our applications; and (ii) how you use the applications. Examples of the information that we may automatically collect and analyze include, but are not limited to:

- IP Address, a.k.a. internet protocol address (your point of access to the Internet). IP address can reveal a web user's general location (city/state/country).
- Device attributes, such as browser types, browser language, and operating system;
- Usage data, such as information related to the ways in which you interact with the services, such as: web log data, referring and exit pages and URLs, platform type, the number of clicks, domain names, landing pages, pages and content viewed and the order of those pages, the amount of time spent on particular pages, the date and time you used the services, the frequency of your use of the services, error logs, and other similar information.

We use the following sub-processors:

- Fullstory
- Olark
- Basefarm
- Survicate

We only use cookies to keep track that you are logged into the system. There is no personal data stored in the cookie. Upon revisiting our login page, all cookies are deleted.

As we adopt new technologies, we may also gather additional information through other methods.

Many browsers automatically accept cookies, but you can modify your browser setting to decline cookies by visiting the Help portion of your browser's toolbar. If you choose to decline cookies, please note that you may not be able to sign in, customize, or use some of the interactive features of our applications.

How we use the information we collect

In general, we use the information we collect to provide and administer the services we provide through our applications. More specifically, we might use the information we collect to:

- Provide you with the services and products you have requested
- Send you records regarding our relationship and transactions or notifications of activity through different channels, such as email or system notifications;

- Notify you about new features, products, and special events;
- Provide you with newsletters or marketing communications about our products and services as well as third party products and services we think may be of interest to you;
- Test changes and develop new features, products and services;
- Generate and review data and reports describing our user base and usage patterns;
- Analyze the accuracy, effectiveness, usability, or popularity of our applications and perform research;
- Verify your identity, deter and prevent fraud, and enforce the legal terms that govern your use of the application and services; and
- Resolve disputes and troubleshoot our applications.

How we share information

We do not rent, sell, or share your information with third parties except as described in this policy. We may share your information with the following types of recipients and for the following purposes:

- **Other Users.** Recipients designated by you or associated with your account.
  - If you invite other users to access, use, or edit content you administrate through the services, we might make such content available to the individuals you invite.
- **Affiliates.** We may share your information with other companies under common ownership or control with EcoOnline who will process your information in a manner consistent with this policy.
- **Business Transactions.** As we develop our business, we may sell, buy, merge or partner with other companies or businesses, or sell some or all our assets. In such transactions, user information may be among the transferred assets or the assets disclosed in connection with the due diligence for any such transaction. If EcoOnline is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our websites of any change in ownership or uses of your information, as well as any choices you may have regarding your information.
- **Consent.** We may share your information in other ways and for new purposes if you have asked us to do so or have consented to such sharing. For example, we post customer testimonials on our services that may identify you if we have received your consent.

Data regulation agreements are in place for Basefarm (Hosting partner), Fullstory (User analytics software) and Olark (Chat software), and Survicate (Online survey tool) limiting these partners to use the provided data in any manner outside serving the application needs.

Data retention and accessing your information

We will retain your information for as long as your account is active or as necessary for legitimate business purposes.

We offer you the ability to access, review and change information associated with your account (such as your profile information, password and user preferences) by logging into the applications and visiting your profile.

How we protect your information

We employ physical, electronic, and managerial procedures to safeguard and help prevent unauthorized access to your information. We choose these safeguards based on the sensitivity of the information that we collect, process and store and the current state of technology.

Please refer to the "Security policy" document for more detailed information regarding security in EcoOnlines applications.

Linked sites and services

Our services may contain links to third-party websites or apps. Your use of a third-party site or app may result in the collection, processing, or sharing of information about you, depending on the site or app. We are not responsible for the content or privacy practices of other websites or services which may be linked on our services. We do not endorse or make any representations about third-party websites or services. The information you choose to provide to or that is collected by these third parties is not covered by our policy. We strongly encourage you to read such third parties' policies.