

# Privacy policy (PP)

## Elsaccess Privacy Policy (PP)

Elsaccess. Ltd (Elsaccess) is committed to protecting the privacy of customers and users of our products, services and solutions. This PP explains what personal data we collect from you and how we use it. This PP pertains to our software, mobile applications and websites or services that we provide. We encourage you to read the full PP, since as by using our website, products or services, and submitting any personal information, you consent to the collection and use of this information by Elsaccess and automatically agree with this PP. Also, please be aware that our PP may be subject to change to evolve with the products and services we offer and changing technologies. Be sure to check back here periodically for any changes.

We do our best and all possible to protect private information and use this information only to make our products and services better.

### Personal Data We Collect

Elsaccess may collects data to operate effectively and provide you with the best solutions with our products and services. You provide some of this data directly or thru our partners when you purchase one of our products or services, register for a program, or when you contact us for support. We also may get some of it by recording how you interact with our services, for example, using technologies like cookies, receiving error reports or usage data from software running on your device, or tracking IP addresses when you visit our website.

Data we may collect depend on the products, services and features you use, and may include the following:

**Name and contact data.** We may collect your first and last name, email address, postal address, phone number, and other similar contact data.

**Credentials.** We may collect passwords and security information used for authentication and account access.

**Demographic data.** We may collect data about you such as your country and preferred language.

**Payment data.** We, or our third party service providers, may collect data necessary to process your payment if you make purchases, such as your credit card number, CCV number or like that.

**Usage data.** We may collect data about how you and your device interact with our services. This includes data, such as the features you use, items you purchase, and web pages your visit. This also includes data about your device and the network you use to connect to our services, including IP address, device identifiers, regional and language settings. This includes information about the operating systems and other Elsaccess software installed on your device. And it includes data about the performance of the products or services and any problems you experience with them.

**Location data.** We may collect information about your location. When you register or purchase a product or service we may request a billing address or country location. We also may derive data from your IP address.

**Content.** We may collect content of your files and communications when necessary to provide you with the services you use. For example, to receive or to send a message using our software, we may need to collect the content of that message in order to deliver it to your mobile application, display it to you, enable you to reply to it, and store it for you until you choose to

delete it. Examples of this data include the content of instant messages, or documents, photos, music or videos you transfer using Elsaccess services.

**Microphone and/or camera.** We need permission to your microphone and/or camera to deliver audio/video communication and other possible services.

We also collect the content of messages you send to us, such as feedback and product reviews you write, or questions or information you provide for technical support. When you contact us, such as for technical support or support for your customers, chat sessions with our representatives may be monitored and recorded.

#### How We Use Personal Data

We may use the data we collect to provide you with the services we offer and to improve them. We also may use the data to communicate with you, including sending you information on security updates, account status notices and product changes or updates. Further details on how we specifically use your data are outlined below:

**Providing and improving our products and services.** We use data to provide and improve the services we offer and perform essential business operations. This includes operating the services, maintaining and improving the performance of the services, including development of new features, research and providing customer support.

**Communications.** We may use the data we collect to communicate with you. For example, we may contact you by email or other means to inform you when a subscription is ending, let you know when updates are available, remind you about expiration of your license, invite you to participate in a survey, or tell you about new products or services available to you. Additionally, you can choose to sign up for email subscriptions, like our News Subscription list, and choose whether you wish to receive promotional material along with your subscription. We do not sell any information we collect to third parties. Receiving our emails, you will have the option to unsubscribe from it.

**Business operations and compliance.** Probably, in accordance with law Elsaccess is required to make some reports for different administrative bodies. As such, we may provide aggregate statistics about customers, sales and traffic patterns. None of these reports or statistics include personally identifiable information. However, Elsaccess reserves the right to use personally identifiable information to investigate and help prevent potentially unlawful activity that threatens either Elsaccess or any company affiliated with Elsaccess. Moreover, upon the appropriate request of a government agency, law enforcement, court or as otherwise required by law, Elsaccess may disclose personally identifiable information.

**Push notification.** To let you know of incoming calls or messages, our apps may use the notification service on your device. For many devices, these services are provided by another company. To inform you who is calling, for example, or to show you the first few words of the new message, our service has to tell the company providing the notification service so that they can provide the notification to you. The company providing the notification service on your device will use this information in accordance with their own terms and privacy policy. Elsaccess is not responsible for the data collected by the company providing the notification service. If you don't want to use the notification services with our applications, turn it off in the settings found in the application or your device.

#### Cookies & Similar Technologies

Elsaccess may use cookies (small text files placed on your device) and similar technologies to provide our services and collect data. The text in a cookie often consists of a string of numbers and letters that uniquely identifies your computer, but it can contain other information as well. We sometimes use other identifiers, such as the advertising ID in Windows, for similar purposes,

and many of our websites and applications also contain web beacons or other similar technologies, as described below.

**Sign-in and Authentication.** When you sign into a Elsaccess, we store a unique ID number, and the time you signed in, in an encrypted cookie on your device. This cookie allows you to move from page to page within the site without having to sign in again on each page.

**Analytics.** In order to provide our services, we use cookies and other identifiers to gather usage and performance data. For example, we use cookies to count the number of unique visitors to a web page or service and to develop other statistics about the operations of our services.

Elsaccess does not use technology that recognizes browser “Do Not Track” signals or similar software mechanisms that block the collection of data related to your online activities. You can block cookies from your computer using the for example TRUSTe Consent Manager or in your web browser’s settings. How to disable and manage cookies and tracking devices please find required information additionally.

#### Corrections/Complaints

Elsaccess have requests from customers to correct or change their account information (name, address or billing information) or to correct inaccurate other information. Elsaccess will gladly correct such information and customers are welcome to verify that the appropriate corrections have been made. In addition, if you believe that your personally identifiable information is being mishandled in light of this Privacy Policy, please immediately notify Elsaccess by email at [info@elocksecurity.ru](mailto:info@elocksecurity.ru) so that we can help you.

#### Questions and Feedback.

If, after reading our PP, you have questions or wish about any of the statements herein, we welcome your feedback. You may contact us.