

TriTech Privacy Policy

Last Updated: January 9, 2023

Privacy is important to TriTech and we take care to process personal data in accordance with applicable data protection laws and our contractual obligations. Please take the time to read this Privacy Policy (the “Policy”) to understand how TriTech secures, collects, uses, and discloses personal data.

This privacy policy for TriTech (“Company,” “we,” “us,” or “our”), describes how and why we might collect, store, use, and/or share (“process”) your information when you use our services (“Services“), such as when you:

- Visit our website at www.tritechsoft.com, or any website of ours that links to this privacy notice
- Use our software platform and services
- Engage with us in other related ways — including any sales, marketing, or events

Questions or concerns? Reading this privacy notice will help you understand your privacy rights and choices. We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy. If you still have any questions or concerns, please contact us at support@tritechsoft.com

TYPES OF INFORMATION COLLECTED

We collect personal information that you voluntarily provide to us when you register to use any of our services, use our software platform and services, express an interest in obtaining information about us or our products and Services, or otherwise when you contact us.

The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include the following:

Name & Contact information (Phone Number, Email address)

Account Information (Account ID, User ID, Account profile, Settings and preferences, subscriptions, and registrations)

Security Information (User Credentials, individual activity in security and audit logs)

Corporate Billing & Payment Information (Bank account information, billing contact details, and bill to information)

Device & Browser Information (Internet Protocol (IP) addresses, Device and browser identifiers)

Usage Information (clicks, navigation, user actions, usage, diagnostics, metrics)

USAGE

We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

To provide and maintain our Services, including to monitor the usage of our Services.

To facilitate account creation and authentication and otherwise manage your account. We may process your information so you can create and log in to your account, as well as keep your account in working order.

To deliver and facilitate delivery of services to the user. We may process your information to provide the development, compliance and undertaking of the products, items or services You have purchased or of any other contract with Us through the Service.

To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.

To respond to user inquiries/offer support to users and to and solve any potential issues you might have with the requested service.

To request feedback. We may process your information when necessary to request feedback and to contact you about your use of our Services.

To send you marketing and promotional communications. We may process the personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt out of our marketing emails at any time.

To protect our Services. We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.

To identify usage trends. We may process information about how you use our Services to better understand how they are being used so we can improve them.

We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.

DISCLOSURE

We may share information in specific situations described in this section and/or with the following categories of third parties.

Vendors, Consultants, and Other Third-Party Service Providers. We may share your data with third-party vendors, service providers, contractors, or agents (“third parties”) who perform services for us or on our behalf and require access to such information to do that work. We have contracts in place with our third parties, which are designed to help safeguard your personal information. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will also not share your personal information with any organization apart from us.

We may share Your information with Our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include Our parent company and any other subsidiaries, joint venture partners or other companies that We control or that are under common control with Us.

We may disclose Your information for any other purpose with Your consent.

Under certain circumstances, the Company may be required to disclose Your Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

The Company may disclose Your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

RETENTION

We keep your information for as long as necessary to fulfill the purposes outlined in this privacy notice unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

HOW DO WE KEEP YOUR INFORMATION SAFE?

We aim to protect your personal information through a system of organizational and technical security measures. The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Personal Data, We cannot guarantee its absolute security

CHANGES TO THIS POLICY

We may update this privacy policy from time to time. The updated version will be indicated by an updated “Revised” date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

CONTACT US

If you have any questions about this Privacy Policy, You can contact us:

By email: support@tritechsoft.com

By phone number: 800-380-6407