



PRIVACY POLICY

We at ConvoComm Software Private Limited know you care about how your personal information and your customers' personal information is used and shared. We take your privacy seriously. Please read this document to learn more about our Privacy Policy. By using or accessing the Services in any manner, you acknowledge that you accept the practices and policies outlined in this Privacy Policy, and you hereby consent that we will collect, use, and share your information in the ways described in this documents.

EFFECTIVE DATE: 17 JANUARY 2018

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What does the Privacy Policy cover

This Privacy Policy covers our treatment of personally identifiable information of you and your end customers ("Personal Information") that we might gather when you are accessing or using our Services, but not to the practices of companies we don't own or control, or people that we don't manage. We gather various types of Personal Information from users, as explained in more detail below, and we use this Personal Information internally in connection with our Services, including to personalize, provide, and improve our services, to allow you to set up a user account and profile, to contact you, to fulfill requests for certain products and services, and to analyze how you use the Services. We share some Personal Information with third parties, only as described below.

As noted in the [Terms of Use](#), we do not knowingly collect or solicit personal information from anyone under the age of 13. If you are under 13, please do not attempt to register for the Services or send any personal information about yourself to us. If we learn that we have collected personal information from a child under age 13, we will delete that information as quickly as possible. If you believe that a child under 13 may have provided us personal information, please contact us at contact@zoko.io

Will ConvoComm modify this Privacy Policy?

We're constantly trying to improve our Services, so we may need to modify this Privacy Policy from time to time as well, but we will alert you to changes by placing a notice on the www.zoko.io, by sending you an email, and/or by some other means. Please note that if you've opted not to receive legal notice emails from us (or you haven't provided us with your email address), those legal notices will still govern your use of the Services, and you are still responsible for reading and understanding them. If you use the Services after any changes to the Privacy Policy have been posted, that means you agree to all of the changes.

What information does ConvoComm Collect?

Information you voluntarily provide to us

We receive and store any information you provide to us. For example, through the registration process and/or through the use of our Services, we may collect Personal Information such as your name, address, email address, or phone number. Certain information may be required to register with us or to take advantage of some of our features.

We may communicate with you if you've provided us the means to do so. For example, if you've given us your email address, we may send you promotional email offers, or email you about your use of the Services. Also, we may receive a confirmation when you open an email from us. This confirmation helps us make our communications with you more interesting and improve our services. If you do not want to receive communications from us, please indicate your preference by contacting us at contact@zoko.io

Information automatically collected by ConvoComm

Whenever you interact with our Services, we automatically receive and record information on our server logs from your browser or device, which may include your IP address, device identification, "cookie" information, the type of browser and/or device you're using to access our Services, and the page or feature you requested. "Cookies" are identifiers we transfer to your browser or device that allow us to recognize your browser or device and tell us how and when pages and features in our Services are visited and by how many people. You may be able to change the preferences on your browser or device to prevent or limit your device's acceptance of cookies, but this may prevent you from taking advantage of some of our features.

If you click on a link to a third party website or service, a third party may also transmit cookies to you. Again, this Privacy Policy does not cover the use of cookies by any third parties, and we aren't responsible for their privacy policies and practices. Please be aware that cookies placed by third parties may continue to track your activities online even after you have left our Services, and those third parties may not honor "Do Not Track" requests you have set using your browser or device.

We may use this data to customize content for you that we think you might like, based on your usage patterns. We may also use it to improve the Services – for example, this data can tell us how often users use a particular feature of the Services, and we can use that knowledge to make the Services interesting to as many users as possible

Will ConvoComm share or sell any Personal Information it receives?

We do not rent or sell Personal Information in personally identifiable form to anyone, except as expressly provided below. We may transmit your Personal Information with third parties as described in this section

Information that's no longer personally identifiable

We may anonymize Personal Information so that you are not individually identified and provide aggregate usage information to our partners, who may use such information provide you with an optimal online experience. However, we never disclose aggregate usage information to a partner in a manner that would identify you or your customers personally, as an individual.

Affiliated Businesses and API's

In certain situations, businesses, third party websites, third party API's we're affiliated with may be used to provide products or services to you through or in connection with the Services (either alone or jointly with us). You can recognize when an affiliated business is associated with such a transaction or service, and we will share your Personal Information with that affiliated business only to the extent that it is related to such transaction or service. We have no control over the policies and practices of third party websites or businesses as to privacy or anything else, so if you choose to take part in any transaction or service relating to an affiliated website or business, please review all such business' or websites' policies.

Agents

We employ other companies and people to perform tasks on our behalf and need to share your information with them to provide products or services to you; for example, we may use a payment processing company to receive and process your credit card transactions for us. Unless we tell you differently, our agents do not have any right to use the Personal Information we share with them beyond what is necessary to assist us in providing you the Service.

User Profiles and Submissions

Please remember that any Personal Information or content that you voluntarily disclose online in a manner other users can view becomes publicly available, and can be collected and used by anyone. Such instances include but not limited to discussion boards, in comments, in messages and chat areas, etc.

Business Transfers

We may choose to buy or sell assets, and may share and/or transfer customer information in connection with the evaluation of and entry into such transactions. Also, if we (or our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, Personal Information could be one of the assets transferred to or acquired by a third party.

Protection of ConvoComm and Others

We reserve the right to access, read, preserve, and disclose any information that we believe is necessary to comply with law or court order; enforce or apply our [Terms of Use](#) and other agreements; or protect the rights, property, or safety of ConvoComm, our employees, our users, or others.

Is the Personal Information secure?

Your account is protected by a password for your privacy and security. You must prevent unauthorized access to your account and Personal Information by selecting and protecting your password and appropriately limiting access to your computer or device and browser by signing off after you have finished accessing your account.

What Personal Information can I access?

Through your account settings, you may access, and, in some cases, edit or delete the any information you've provided to us

The information you can view, update, and delete may change as the Services change. If you have any questions about viewing or updating information we have on file about you, please contact us at contact@zoko.io.

What choices do I have?

You can always opt not to disclose information to us, but keep in mind some information may be needed to register with us or to take advantage of some of our features.

You may be able to add, update, or delete information as explained above. When you update information, however, we may maintain a copy of the unrevised information in our records. You may request to opt-out or delete of your account by emailing us at contact@zoko.io. Some information may remain in our records after your deletion of such information from your account. We may use any aggregated data derived from or incorporating your Personal Information after you update or delete it, but not in a manner that would identify a user personally.

What if I have questions about this policy?

If you have any questions or concerns regarding our privacy policies, please send us a detailed message to contact@zoko.io and we will try to resolve your concerns.

Are there any other relevant documents that I need to be aware of?

Yes. Remember that your use of ConvoComm's Services is at all times subject to our [Terms of Use](#) and [Purchase Terms](#), which incorporate this Privacy Policy. Any terms we use in this Policy without defining them have the definitions given to them in the [Terms of Use](#).

If anything in this Policy conflicts with the [Terms of Use](#), the [Terms of Use](#) governs.