

Privacy Policy

Soutron Limited (Soutron) operates a number of web-based database applications (Applications) these Applications are primarily managed and controlled by Soutron's clients and its users (Users). This page details our policy regarding the collection, use and disclosure of personal information (Personal Information) received from Users of Soutron's Applications, services and visitors to its Website.

1. What does this Privacy Policy cover?

This Privacy Policy covers the treatment of information gathered when Users access Soutron's Applications or services or website or when Users contact Soutron directly.

2. What type of Information do we collect?

We collect and store information provided to us by Users. For example, when setting up new users on the Application, Personal Information is required to set up, identify, validate and communicate with the User.

Personal Information may include but is not limited to;

- a) Personal contact data, such as name, email address, physical address and telephone numbers;
- b) Account login details, such as user ID, e-mail username and password. This is necessary to create a personal user account within the Applications;
- c) A record of communications, which may include details of conversations via chat, email, telephone and support portal;
- d) Browser history such as pages accessed, date of access, location when accessed, and IP address;

Personal Information is collected so that Users can be provided with the best online experience when using the Applications and to improve the quality of services. Soutron may collect, hold, use and disclose Personal Information for the following reasons:

- a) To process and answer enquiries and requests, and assess and handle complaints;
- b) To deliver, develop and improve products, services, communication methods and the functionality of Applications;
- c) To communicate information to Users and to manage registrations and/or subscription to Soutron newsletters or other communications;
- d) To authenticate the identity of individuals contacting Soutron by telephone, electronic means or otherwise;
- e) To understand and assess the interests, requirements and changing needs of Users in order to improve the Applications, the Soutron website and current and future products and services;
- f) To provide personalized products, services and communications. To investigate and prevent fraudulent activities, unauthorised access to the Applications and other illegal activities; and
- g) For any other purposes about which Soutron notifies Users.

3. Log Data

Soutron may collect information sent from browsers whenever a User visits Soutron's Website ("Log Data").

This Log Data may include information such as the computer's Internet Protocol ("IP") address, browser type, browser version, the pages of the Soutron website that are visited, the time and date of the visit, time spent on each page and other statistics.

In addition, Soutron may use third-party services such as Google Analytics that collect, monitor and analyse this data to allow improvement in the performance and delivery of services. Soutron may also use email service providers to deliver email on its behalf.

4. Communications

Personal Information collected may be used to contact Users with service updates, newsletters, marketing or promotional materials and other information. Users can Opt-Out at any time.

5. Third parties

Personal Information will not be shared, sold, rented or disclosed other than as described in this Privacy Statement. Soutron may, however, share your data when required by law and/or with government authorities.

Where Soutron does need to share your Personal Information with third parties, in order to deliver service such as web hosting and email delivery, Soutron will ensure that these third parties safeguard and protect Personal Information and comply with applicable privacy laws.

Your personal data may be shared with the following third parties for the purposes described:

Third Party Name	Data type:	Access to data	Purposes:	Data Location
------------------	------------	----------------	-----------	---------------

Soutron Documentation

Amito Ltd	All data	None	Hosting service for the Soutron application	UK / Germany
Microsoft Azure	All data	None	Provide data backup services	UK
SendGrid	Email address	Email address	Provide email delivery service	USA (Privacy Shield Certified)

6. Cookies

Soutron uses "cookies" to collect information. Users can instruct their browsers to refuse all cookies or to indicate when a cookie is being sent. However, if cookies are not accepted, Users may not be able to use some features within the Application or website. Please refer to Soutron's [cookie policy](#) for further information.

7. Security

Soutron understands that the security of your Personal Information is important and appropriate technical, organisational and administrative security measures are used to protect any Personal Information held in its records from misuse, interference, loss, unauthorised access, modification or disclosure. User accounts are also protected by a password for privacy and security.

8. User Rights

Users can opt not to disclose information within Soutron Applications but this may affect delivery of services and/or Applications. If Personal Information has been stored in a Soutron Application and a User wished to discuss their privacy rights, initially please contact the Application administrator/controller.

9. Your acceptance of these terms

Soutron is constantly trying to improve its products and services and may need to change this Privacy Policy from time to time. To check when this Privacy Policy was last updated see the date at the top of this page. By using our applications, services or websites, Users are deemed to have accepted the terms of this policy.

10. Contact Us

Please address any questions, comments or complaints regarding this Privacy Statement or the processing of your personal data to privacy@soutron.com