

Touchize Privacy Policy, ver 1.0

Introduction

This privacy policy (“Privacy Policy”) applies to all visitors and users of the Touchize services and websites (collectively, the “Website” or “Websites”), which are offered by Touchize Sweden AB (“Touchize”). Please read this Privacy Policy carefully. By accessing or using any part of the Service, you acknowledge you have been informed of and consent to our practices with regard to your personal information and data.

What Information Touchize Collects and Why

Information from Website Visitors

Like most website operators, Touchize collects basic non-personally-identifying information from Website visitors of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. We collect this information to better understand how visitors use the Website, to improve our Websites and experience for visitors, and to monitor security of the Websites. From time to time, Touchize may publicly release non-personally-identifying information collected from Website visitors in the aggregate, e.g., by publishing a report on trends in the usage of the Website.

Touchize also collects potentially personally-identifying information like Internet Protocol (IP) addresses from visitors. Touchize does not use such information to identify or track individual visitors, however. We collect this information to understand how visitors use the Websites, to improve performance and content, and to monitor security of the Websites.

Touchize may collect statistics about the behavior of visitors to our Websites. For instance, Touchize may reveal how many downloads a particular version got using aggregated statistics that contain anonymous user information only.

Usage Data Information from Self-managed Touchize Instances

Touchize collects information about usage from each self-managed Touchize instance (Touchize Commerce module) through usage of Google Analytics. The tracking ping sends a payload containing data such as technical information about the Touchize module and the platform, as well as license information and hostname to Touchize.

Personally-Identifying Information

Users of the Websites may choose to interact with Touchize in ways that provide us with their personally-identifying information. The amount and type of information that Touchize gathers depends on the nature of your interaction with us, as well as the amount of information you choose to share. For example, we ask visitors who use our support widget (provided by Zendesk) to provide a username and email address to identify them. We will also collect the information you provide with us in connection with creating an account on the Website. In each case, Touchize collects such personally-identifiable information only insofar as is necessary or appropriate to fulfill the purpose of the user’s interaction with or request of Touchize. We will not disclose personally-identifying information other than as described in this Privacy Policy.

Visitors can always refuse to supply personally-identifying information, with the caveat that it may prevent you from engaging in certain Website-related activities or being able to access and use certain features and services.

Information Touchize Does Not Collect

Touchize does not intentionally collect sensitive personal information, such as social security numbers, genetic data, health information, or religious information.

Basis for Processing Your Information

Performance of a contract. The use of your information may be necessary to perform the contract that you have with us. For example, if you use our Websites to purchase Touchize product subscriptions or services, contribute to a project, create a profile, post and comment through our Websites, or request information

through our Websites, we will use your information to carry out our obligation to complete and administer that contract or request.

Legitimate interests. We use your information for our legitimate interests, such as to provide you with the best content through our Websites and communications with users and the public, to improve and promote our products and services, and for administrative, security, fraud prevention and legal purposes.

Consent. We may rely on your consent to use your personal information for certain direct marketing purposes, such as sending you newsletter updates about Touchize products. You may withdraw your consent at any time through the unsubscribe feature provided with each marketing email or by contacting us at the addresses given at the end of this Privacy Policy.

How Touchize Uses and Protects Personally-Identifying Information

Sharing Your Information

Touchize only discloses potentially personally-identifying and personally-identifying information to those of its employees, contractors, and affiliated organizations that (i) need to know that information in order to process it on Touchize's behalf or to provide services available on the Website, and (ii) that have agreed not to disclose it to others.

Touchize will not rent or sell potentially personally-identifying and personally-identifying information to anyone. Other than to its employees, contractors, and affiliated organizations, as described above, Touchize discloses potentially personally-identifying and personally-identifying information only when required to do so by law, or when Touchize believes in good faith that disclosure is reasonably necessary to protect the property or rights of Touchize, third parties, or the public at large.

Touchize takes measures reasonably necessary to protect against the unauthorized access, use, alteration, or destruction of potentially personally-identifying and personally-identifying information.

Touchize Communications with You

If you are a registered user of the Websites and have supplied your email address, Touchize may occasionally send you an email to tell you about security, system information, new features, solicit your feedback, or just keep you up to date with what's going on with Touchize and our products. We primarily use our blog to communicate this type of information, so we expect to keep this type of email to a minimum. There's an unsubscribe link located at the bottom of each of the marketing emails we send you so you can stop receiving such emails at any time.

If you send us a request (for example via a support email or via one of our feedback mechanisms), we reserve the right to publish your request in order to help us clarify or respond to your request or to help us support other users. We will not publish your personally-identifiable information in connection with your request.

Cookies, Tracking Technologies and Do Not Track

Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Touchize uses cookies to help Touchize identify and track visitors, their usage of the Websites, and their Website access preferences. Touchize visitors who do not wish to have cookies placed on their computers may set their browsers to refuse cookies before using the Websites. Disabling browser cookies may cause certain features of Touchize's websites to not function properly. Certain pages on the Website may set other third party cookies. For example, we may embed content, such as videos, from another site that sets a cookie. These sites set their own cookies and we do not have access or control over these cookies. The use of cookies by third parties is not covered by our Privacy Policy.

Tracking Technologies

We use third party tracking services, but we don't use these services to track you individually or collect your personally identifiable information. We use these services to collect information about how the Website performs and how users navigate through and use the Website so we can monitor and improve our content and Website performance.

Third party tracking services gather certain simple, non-personally identifying information over time, such as your IP address, browser type, internet service provider, referring and exit pages, timestamp, and similar data about your use of the Website. We do not link this information to any of your personal information such as your user name.

Do Not Track

"Do Not Track" is a privacy preference you can set in your browser if you do not want online services to collect and share certain kinds of information about your online activity from third party tracking services. Touchize does not track your online browsing activity on other online services over time and we do not permit third-party services to track your activity on our site beyond our basic tracking.

Global Privacy Practices

For all Website visitors and users, no matter their country of location, we will:

- provide clear methods of unambiguous, informed consent when we do collect your personal information;
- only collect the minimum amount of personal data necessary for the purpose it is collected for, unless you choose to provide us more;
- offer you simple methods of accessing, correcting, or deleting your information that we have collected, with the exception of information you voluntarily provide that is necessary to retain as is for the integrity of our project code as described further below; and
- provide Website users notice, choice, accountability, security, and access, and we limit the purpose for processing. We also provide our users a method of recourse and enforcement.

If you are located in the European Union, you are entitled to the following rights with regard to your personal information and data:

- Right of access to your personal data, to know what information about you we hold
- Right to correct any incorrect or incomplete personal data about yourself that we hold
- Right to restrict/suspend our processing of your personal data
- Right to complain to a supervisory authority if you believe your privacy rights are being violated

Additional rights that may apply to you in certain instances:

- Right of data portability (if our processing is based on consent and automated means)
- Right to withdraw consent at any time (if processing is based on consent)
- Right to object to processing (if processing is based on legitimate interests)
- Right to object to processing of personal data for direct marketing purposes
- Right of erasure of your personal data from our system ("right to be forgotten") if certain grounds are met

To exercise your privacy rights, you can email us at the address given below in the 'Contacting Touchize About Your Privacy' section of this Privacy Policy.

Data Retention and Deletion

If you already have an account on the Websites, you may access, update, alter, or delete your basic user profile information by logging into your account and updating profile settings.

Touchize will retain your information for as long as your account is active or as needed to perform our contractual obligations, provide you services through the Website, to comply with legal obligations, resolve disputes, preserve legal rights, or enforce our agreements.

We will delete inactive accounts after a period of twelve (12) months. We will also erase information once it is no longer necessary to fulfill the purposes for which it was collected and processed.

Contacting Touchize About Your Privacy

If you have questions or concerns about the way we are handling your information, or would like to exercise your privacy rights, please email us with the subject line "Privacy Concern" at support@touchize.com.

We will respond within 30 days of receiving your message.

Privacy Policy Changes

Although most changes are likely to be minor, Touchize may change its privacy policy from time to time, and in Touchize's sole discretion. We will provide notification to users who have provided us email addresses of material changes to this Privacy Policy through our Website prior to the change taking effect by posting a notice on our home page or sending email to the email address specified in your account. Touchize encourages visitors to frequently check this page for any minor changes to its Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.