

Privacy Statement

Alterdesk Privacy Statement

Alterdesk is committed to protect the privacy of its users. This Privacy Statement is provided to you so that you can make an informed decision whether or not to use or continue to use the Alterdesk messenger, which consists, amongst others, of all relevant websites like www.alterdesk.com, all related software, all related content (such as text, scripts, graphics etc.) and all related interactive features, provided or generated by Alterdesk by means of the Alterdesk messenger.

The use of the Alterdesk messenger by any person and/or any legal entity (each defined as "you") is defined as the "Service".

This Privacy Statement does not apply to the practices of organizations that Alterdesk does not own or control, or to individuals who Alterdesk does not employ or manage. Please note that the Service may include links to third party websites or services. Your use of such websites or services, and any information you provide to a third party, is not governed by this Privacy Statement. We encourage you to review other relevant privacy statements.

1. WHAT INFORMATION ALTERDESK COLLECTS AND WHY

Alterdesk may use the following types of information (together: "Your Information") from or concerning you, including personal data.

1. User Data

User Data is all the information (or any other content, including all files) that you provide to us through the use of the Service.

Alterdesk may use User Data only insofar as necessary to provide, protect and improve the Service and detect and prevent fraud.

2. Contact Data

Contact Data includes your name, profile information, organization, other contact information and other personal data.

Note that Contact Data you provide as part of your Alterdesk profile is available to other users.

Alterdesk works better when more people take part in communicating and sharing via Alterdesk. For this reason, the Service encourages users to send invitations to others who are not yet users of the Alterdesk messenger. If you choose to provide us with e-mail addresses or other Contact Data of others who are not yet users of the Alterdesk messenger, we will use that information to invite those others on your behalf to use the Service.

Alterdesk may use Contact Data only insofar as necessary to provide, protect and improve the Service and detect and prevent fraud.

Alterdesk uses Contact Data to send you messages by the Alterdesk messenger and by e-mail insofar as necessary for the proper functioning and performance of the Service. Alterdesk will use Contact Data for example to provide information about billing and important updates about the Service, including information about security or other technical issues.

Alterdesk may also use Contact Data to request your feedback on the Service.

3. Usage Data

Usage Data is non-personal data such as device information, information about your operating system, browser information, statistical data, clickstream data and analytics derived from your use of the Service.

Usage Data allows Alterdesk to understand the use of the Service by its users. Usage Data makes Alterdesk able to make better decisions about the Service.

Alterdesk may use Usage Data only insofar as necessary to provide, protect and improve the Service and detect and prevent fraud.

4. Support Data

Support Data is all information you provide when you do a support request (only available for users of an upgraded version of the Service (for which a payment is due)), such as device information, information about your operating system, browser information, software information and other details related to the support request.

Alterdesk may use Support Data only insofar as necessary to resolve or respond to the support request and to provide, protect and improve the Service and detect and prevent fraud.

5. Cookies & Other Technologies

Cookies are small text files placed on a user's local device. They are designed to hold a modest amount of data specifically related to you, and they can be accessed either by our web server or your local device.

Alterdesk may use cookies and similar technologies (like pixel tags) for storing users' preferences and settings, to authenticate users and to collect Usage Data.

2. WITH WHOM ALTERDESK SHARES YOUR INFORMATION

We don't share Your Information with advertisers, or any other third-party, except in the following situations:

Alterdesk may disclose Your Information to third parties if this is reasonably necessary to (a) comply with applicable law; (b) prevent fraud or abuse; (c) to process payments; or (d) protect Alterdesk's property rights.

In the event that (any part) of the Service is assigned or transferred to a third party, we reserve the right to assign or transfer Your Information as a part of that deal.

In the event of our bankruptcy, insolvency, or the application of laws affecting creditors' rights generally, we may not be able to control how Your Information is used.

3. HOW WE PROTECT YOUR INFORMATION

Alterdesk uses appropriate technical and organizational measures to protect Your Information against accidental loss, destruction, alteration or unauthorized disclosure.

However, Alterdesk can not warrant the security of Your Information.

Alterdesk discourages you to use unsecured wifi or other unprotected networks in using the Service.

If Alterdesks finds out a security system breach, we may attempt to notify you so that you can take appropriate protective steps.

Alterdesk retains Your Information for as long as necessary to provide the Service. If you stop using the Service, Your Information will be automatically deleted within 60 days. Please note that there might be some latency in deleting Your Information from our servers and back-up storage. We will retain Your Information for a longer period if this is necessary to (a) comply with applicable law; (b) to resolve disputes or (c) enforce our agreements.

4. WHERE YOUR INFORMATION IS STORED, PROCESSED AND TRANSMITTED

To provide the Service to you, Alterdesk may store, process and transmit Your Information in locations around the world, including locations outside your country.

However, the Service shall be deemed to be solely based in and operated from the Netherlands, so the Service (including Your Information) shall be exclusively governed by the laws of the Netherlands.

Alterdesk may store, process and transmit Your Information locally on your device using mechanisms such as browser web storage, application data caches and cookies.

5. CHANGING, CORRECTING AND DELETING YOUR INFORMATION

You may change, correct or delete User Data or Contact Data you have provided to us by using the tools within the Service (for example changing your profile information on the Service).

Changes you make to Your Information take immediate effect. Please but note that there might be some latency in changing, correcting or deleting Your Information from our servers and back-up storage.

6. MAKE CHOICES ABOUT YOUR PRIVACY

You may set your browser to block all cookies. However, the Service may not function properly if cookies are blocked.

Note that the use of the Service is at your sole risk and responsibility. This includes that you are responsible to control who you share information with and what information you share.

7. CHANGES TO THIS PRIVACY STATEMENT

Alterdesk may revise this Privacy Statement from time to time. We post the latest and applicable version on our website.

It is your responsibility to review the latest version of this Privacy Statement on the Alterdesk website. If you do not agree to a new Privacy Statement, your only recourse shall be to discontinue your use of the Service. Your continued use of the Service shall be deemed to constitute agreement to such Privacy Statement.