

The following privacy policy applies to pen2click.com, pen2click mobile and desk apps, collectively referred to as the Pen2Click solution.

At Ironcode Ltd one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by the Pen2Click solution and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

This Privacy Policy applies to users of the Pen2Click solution with regards to the information that is shared with it. This policy is not applicable to any information collected offline or via channels other than than via the Pen2Click Solution.

Consent

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

Information we collect

The personal information we collect are:

- Name
- Email
- uid (user id)
- location, if you submit it

We obtain this when you login to the app using Google, or when you use the locator in one of the forms configured by your account admin.

If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or attachments you may send us, and any other information you may choose to provide.

If you are working as part of a organisation, your user account may linked to that organisation.

How we use your information

We use the information we collect in various ways, including:

- To present a personalised experience for you i.e. communications have your name in them
- To uniquely identify you in our systems, i.e. you are the author of content you create
- Security i.e. to make sure only authorised people can access the solution, and see the data they are allowed see, and perform only the actions they are authorised to.
- Provide, operate, and maintain our solution
- Improve, personalise, and expand our solution
- Understand and analyse how you use our solution
- Develop new products, services, features, and functionality
- Communicate with you, including for customer service
- Send you emails (if you have requested them)
- Fraud prevention

Importantly, how we don't use your information:

- We don't sell or share it with third parties

Log Files

The Pen2click solution follows a standard procedure of using log files. These files log the user's behaviour in solution as of our analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the solution, tracking users' movement on the solution, and gathering demographic information.

Cookies and Web Beacons

pen2click.com uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

For more general information on cookies, please read the Cookies article on Generate Privacy Policy website.

Advertising Partners Privacy Policies

We do not share your data with 3rd parties for the purposes of advertisement.

Website Third Parties

We use a number of third party solution in our website. These include:

- Live Chat
- Google Analytics

Pen2click's privacy policy does not apply to other solution providers. We advise you to consult the respective privacy policies of these third-party servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

CCPA Privacy Rights (Do Not Sell My Personal Information)

Under the CCPA, among other rights, California consumers have the right to:

- Request that a business that collects a consumer's personal data disclose the categories and specific pieces of personal data that a business has collected about consumers.
- Request that a business delete any personal data about the consumer that a business has collected.
- Request that a business that sells a consumer's personal data, not sell the consumer's personal data.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

GDPR Data Protection Rights

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.
- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

The Pen2click solution does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our solution, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

For any other queries related to this policy, contact us at info@pen2click.com