

PRIVACY POLICY

This Privacy Policy covers ServicePilot's treatment of personal information that ServicePilot collects and is applicable to customers residing in all countries except the United States, Puerto Rico, Canada and countries in Central or South America. Personal information consists in any information about you which makes you personally identifiable and includes your name, address, email address, or phone number, and to the extent such information is not otherwise publicly available.

Our web site contains links to information on other web sites. We do not have any control over these other Web sites, and therefore cannot be responsible or liable for the protection and privacy of any information that you provide to or while visiting those sites.

What personal information do we collect?

In general, you can browse our web site without giving us any personal information. Some additional activities on our site require you to be registered - for example, to receive white papers, to request a trial version of our software or to register for an event. As part of the registration process, we ask you to fill in a simple form where we collect additional personal/contact information.

ServicePilot requests you to provide your name, company name, your phone number and your e-mail address when you subscribe a license and/or hardware or services in relation to the ServicePilot software. We also keep billing and transaction information related to your subscription.

For what purposes do we collect your personal information?

We only collect your personal information in order to process your subscription to a license and/or hardware or services in relation to the ServicePilot software, to provide you maintenance services if applicable, to contact you if we need to obtain or provide additional information, to verify the accuracy of our records, to contact you about products, services or events that might be of interest to you, or to contact you regarding customer satisfaction surveys.

Our commitment to your privacy

We at ServicePilot are committed to maintaining the trust and confidence of our customers and visitors to our web site. We do not rent, sell, or share your personal information with other people, or non-affiliated companies.

Your rights

In accordance with French Law n°78 - 17 of 6th January, as amended by the Law of 5th August 2004 on data processing, data files and individual liberties, the automatic processing of personal data on our website has been declared to the French Commission Nationale de l'Informatique et des Libertés under number 1324597.

In application of articles 39 et seq. of French Law n°78 - 17 of 6th January amended by the Law of 5th August 2004 on data processing, data files and individual liberties, you can request the communication and, if applicable, the correction or suppression of your personal information processed and stored by Service Pilot Technologies by contacting us at the following email address: info@servicepilot.com.