

MaintMaster® Privacy Policy

Your privacy is important to MaintMaster. This is a Privacy Policy that covers how we protect, collect, use, share, transfer and store your information. Please take a moment to read this through.

Our Privacy Policy explains:

What information we collect and why we collect it, how we use that information, how you can access your information and how we protect your information. The Privacy Policy applies for all information for which we are the data controller.

Information we collect

We collect information to provide better services to all our users – from figuring out basic stuff like which language you speak, to more complex things like which functions you'll find most useful. Whenever possible, we collect information as aggregated, non-personally identifiable information. However, to enable the fulfillment of our customers' legitimate demands on our services, we are obliged to collect information such as contact information to representatives for the customers and security settings for devices.

We collect information in two ways:

- Information you give us. For example, you need a MaintMaster Account to use our services. When you create such an account, we'll ask for personal information; your name and email address. Whenever in contact with our help desk we will ask for your contact information.
- Information we get from your use of our services. We may collect information about the services that you use and how you use them, like your interaction with specific content. This may include when and where you are using the services, like location, platform, device, date and time, proxy settings, browser, network, operating system etc.

The information we collect is stored centrally at servers or locally on your device mechanisms such as browser web storage and application data caches.

How we use information we collect

We use the information we collect from all our services to provide, maintain, protect and improve them, to develop new ones, and to protect MaintMaster and our users. We also use this information to offer you tailored content – like giving you a more relevant user experience. When you contact MaintMaster, we keep a record of your communication to help solve any issues you might be facing. We may use your email address to inform you about our services, such as letting you know about upcoming changes or improvements. We use information collected from cookies and other technologies to improve your user experience and the overall quality of our services. For example, by saving your language preferences, we'll be able to have our services appear in the language you prefer.

MaintMaster processes personal information on servers within the European Union. We use the platform Microsoft Azure for all operation, storing, processing and handling of all data.

Accessing, updating and removing your personal information

Whenever you use our services, we aim to provide you with access to your personal information. If that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we must keep that information for legitimate business or legal purposes. When updating your personal information, we may ask you to verify your identity before we can act on your request.

We may reject requests that are unreasonable, in the sense that they are highly repetitive and cumbersome, require disproportionate technical effort (for example, developing a new system or fundamentally changing an existing practice), risk the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup tapes). Where we can provide information access and correction, we will do so, except where it would require a disproportionate effort.

We aim to maintain our services in a manner that protects information from accidental or malicious destruction. Because of this, after you delete information from our services, we may not immediately delete residual copies from our active servers and may not remove information from our backup systems. This also applies to the automatic removal of any personal information we might collect; it will be kept for as short period as possible, at the latest removed as you stop being a user of our services.

Information we share

We strive to comply with, and will never intentionally violate, the European Union General Data Protection Regulation. We do not share personal information with companies, organizations and individuals outside of MaintMaster unless one of the following circumstances apply:

- With your consent. We will share personal information with companies, organizations or individuals outside of MaintMaster when we have your consent to do so.
- With Solution Administrators. As an End-user of MaintMaster services you are accessing Systems that is licensed to a legal entity. The representative for that legal entity, a Solution Administrator, may review all your actions within the system they administrate. However, they will never be able to see or change your password.
- For external processing. We provide personal information to our affiliates or other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.
- For legal reasons. We will share personal information with companies, organizations or individuals outside of MaintMaster if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:
 - meet any applicable law, regulation, legal process or enforceable governmental request.
 - enforce applicable terms, including investigation of potential violations.
 - detect, prevent, or otherwise address fraud, security or technical issues.
 - protect against harm to the rights, property or safety of MaintMaster, our users or the public as required or permitted by law.

We may share aggregated, non-personally identifiable information publicly. For example, we may share information publicly to show trends about the general use of our services.

If MaintMaster is involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

Information security

We work hard to protect MaintMaster and our users from unauthorized access to or unauthorized alteration, disclosure or destruction of information we hold. In particular:

- We encrypt our services
- We use an e-mail verification when creating and changing your account
- We review our information collection, storage, processing and removal practices, including physical security measures, to guard against unauthorized access to system
- We restrict access to personal information to MaintMaster employees, contractors and agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations

Application

Our Privacy Policy applies to all services offered by MaintMaster. We regularly and when necessary review our compliance with our Privacy Policy.

Changes

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any privacy policy changes as part of our MaintMaster service.