



Effective Control Systems



## Privacy Policy

### **A lot of companies publish intimidating, detailed ‘legal speak’ privacy policies**

The Econsys Technology Privacy Policy sets out how we handle personal information, and applies across our whole business and all our products and services. The basis for Econsys Technology’s approach to privacy is as follows:

- If you access our site and/or use our products and services, you consent to the terms of the Econsys Technology Privacy Policy and agree to be bound by it and our EULA and/or Terms of Service (based on the product you're using).
- Econsys Technology Privacy Policy: Econsys technology is a customer focused company and we genuinely care about your privacy. We treat your personal information the way we'd like others to treat ours.

### **Definitions**

- Before we begin, let's make sure we're all on the same page about who's who. We are Econsys Technology Software cc (CK 2004/061324/23). When using 'us', 'we', 'our' or 'Econsys Technology', we're referring to ourselves.
- When we mention 'you' or 'your', we are referring to people who use or engage with the Econsys Technology brands, products and services such as UniMPS, UniMPS PrintScope, UniMPS DeviceScope, UniMPS Jobstore etc. It also refers to people visiting our sites, including engaging in social media.
- Trusted Partners – Authorized Partners, Resellers, and Manufacturers.

# What type of information do we collect?

## PERSONAL INFORMATION

- Personal information that identifies you as an individual or relates to an identifiable individual such as your name, title, company name, job function, postal address, telephone number, username, or email address.
- If you submit any personal information relating to other people to us or to our Trusted Partners in connection with your workplace, you agree that you have the authority to do so and permit us to use the information in accordance with the Econsys Technology Privacy Policy.
- In order to be able to provide Econsys Technology products or services, there will be times when we will obtain information about you from other people such as our Trusted Partners.
  - Your IP address number that is automatically assigned to the computer that you're using by your Internet Service Provider (ISP). An IP address may be identified and logged automatically in our server log files whenever you access the Econsys Technology sites, along with the time of the visit and the page(s) that you visited.
  - At times, you may disclose personal information from publicly available sites (i.e. from social media, blogs, websites and other services) where you're able to post information and materials. Please remember that this information is publicly available.

## OTHER INFORMATION

- Other information is any information that does not reveal your specific identity or does not directly relate to an identifiable individual. This might include URLs of pages you visit and the device, operating system, and browser you use and the time of your visit. We collect this information to help us understand how our websites are working and how we could improve them/our services.
- We use anonymous aggregated data provided by you and other users of the Econsys Technology products for the purpose of best practice, benchmarking, forecasting, and education.
- At times, we publish aggregated information. However, please feel safe in knowing that we won't publish or sell information that identifies you.
- We do retain messages you post to our website or blog.
- If you download an Econsys Technology Software trial and you enter your contact details but you do not proceed with license purchase, we may contact you.

# **We have different ways of collecting information**

## **PERSONAL INFORMATION**

- If you're using our website, we may collect information directly from you when you download our free trial, register for events (including webinars), contact us, subscribe to our email newsletters, download content, register to use our sites (e.g. the Econsys Technology Portal), or job applications.
- You or a Trusted Partner may supply us with test data, database backup, or system logs to help us find and address bugs. This data may include personal information such as usernames.
- We may collect personal information from you if you attend one of our events, or an event that we're attending, or during calls with sales and support teams, or when you contact us.
- Our software applications will never secretly prompt you to install some browser toolbar or application.
- If you use one of our web-based services, components of those services may collect personal information in order to provide you with that service.
- In relation to the cloud services feature of certain Econsys Technology software (which enables users to scan documents to Google, DropBox etc), we store scanned files in an encrypted format for up to 24 hours, after which time they are deleted. However, we retain summary information relating to scan jobs that may include personal information such as usernames.
- In order to enhance our ability to provide relevant marketing, offers, and services to you, we may obtain information about you from other sources, such as public databases, our Trusted Partners, social media platforms, and from other third parties.

## **OTHER INFORMATION**

Certain information is collected by most browsers or automatically through your device, such as your computer address, computer type, screen resolution, operating system name and version, device manufacturer and model, language, Internet browser type and version, and the name and version of the sites you're using. We do not have access to this information.

## **HERE'S HOW WE USE COOKIES AND ANALYTICS**

- The type of cookies we're talking about are web beacons and similar technologies that record and log data. They're small text files stored on your computer for record-keeping purposes, every time you visit our website.
- We analyse data to do so we collect anonymous data. While it doesn't directly identify you personally or contain any other information about you, it does identify your computer.
- We and our third-party service providers may use a combination of "persistent cookies" (cookies that stick around until you or your browser deletes them or they expire) and "session ID cookies" (cookies that are deleted when you close your browser) on the website.

- Cookie's help us track overall site usage, and track and report on your use and interaction with ad impressions and ad services. We use this kind of information to improve the functionality and experience of Econsys Technology Products, Services and our website.
- We use web analytics services (currently Google Analytics).
- The other type of information we collect is non-identifiable data to help us derive global or industry usage metrics to assist forecasting, benchmarking, and trend analysis. We use it to help us crunch the numbers in the background.
- For Econsys Technology and UniMPS , we collect Feature Usage Data to help us improve our products. It's handy for us to understand how our product is being used so we know which features to invest time in for future development.

## How we use this information

Overall, the key reason for us collecting personal information is so we can provide our customers with better support and to improve their user experience. But also to:

- Understand and improve our products.
- Assist you with technical support issues or other issues relating to our Products and Services. This may include sharing your support requests and data logs with our Trusted Partners (for example Authorized Solution Centres).
- Send you operational information (information required for us to continue to support your product and/or service i.e. advising that our Maintenance & Support is about to expire).
- Communicate with you and respond to your inquiries and fulfil your requests (such as sending you requested materials) as well as information and materials regarding our products and services.
- Send email, SMS and WhatsApp marketing communications e.g. newsletters and product upgrades. These will only be sent to you if you have requested the information or 'opted in' to receiving marketing communications. We will provide you with instructions for how you can remove yourself from that mailing list if you so wish.
- Record your marketing and communication preferences so we can keep you informed about our product updates and service offerings.
- Provide you with requested reports.
- Perform our general business functions (such as finance reporting and identifying usage trends and campaign effectiveness).
- Anonymously aggregate your data provided with other users of Econsys Technology products for the purpose of best practice, benchmarking, forecasting, and education.
- Process a job application you've submitted and communicate with you.
- Optimise 'cloud' services (we use scan job summary information to provide users with reports or auditing on their use of the service).
- We'll keep your personal information for no longer than is necessary to fulfil the purpose for which it was collected.

- Where we have granted you a perpetual licence (no longer available) we may not be aware that you have ceased using our product, so we'll keep your data until you notify us that you no longer use our software.

## **For our Authorized Partners and Resellers**

- A prerequisite when becoming an Authorized Partner or Reseller is to provide your contact details (email and mobile) to enable Econsys Technology to provide operational notifications and communications. For example, your customer's Maintenance & Support is about to expire, and product release updates.
- We'll email you newsletters and other marketing communications only if you have 'opted in', and we'll provide you with instructions as to how you can remove yourself from that mailing list if you so wish.

## **Sharing of your data**

- Econsys Technology has Trusted Partners that sell and implement Econsys Technology products and services. At times, we'll need to disclose personal information to our Trusted Partners for the purposes described above.
- We may contract other companies and people to perform tasks on our behalf and may at times need to share your personal information with them to provide products or services to you, or to otherwise communicate with you. Examples may include removing repetitive information from customer lists, analyzing data, conducting billing, engaging technical support for our services, providing customer service, and performing analysis related to our products or services. Our Trusted Partners are legally bound to operate within the Econsys Technology Privacy Policy.
- At times, prospective customers contact us directly that need to be referred to an Authorized Partner due to the suitable product not being sold directly by us. In these instances, we ask for your permission to pass your details to our Trusted Partner.
- We may use global service providers. To the extent information received by Google APIs is used by the 'Econsys Technology app' (Scan to Google Drive and Scan to Shared Google Drive) or transferred to another app by the 'Scan to Application' by Econsys Technology, the use and transfer will adhere to the [Google API Services User Data Policy](#), including the Googles Limited Use Requirements.
- We'll also disclose your personal information if we are required by law or as permitted by applicable laws.

## **The security of your information is our top priority**

- We store personal information on secure servers that are managed by us and our service providers, and occasionally hard copy files that are kept in a secure location. Personal information that we store is subject to security and

access controls, including username and password authentication and data encryption where appropriate.

- While we do take all reasonable steps to secure your personal information from loss, misuse, interference and unauthorized access, modification and disclosure, you should be aware no security procedures or protocols are ever guaranteed to be 100 percent secure from intrusion or hacking, and there is therefore always some risk assumed by sharing personal information online.
- If there's a high risk of harm in the event of a breach, we'll report to our data protection authority as soon as possible after becoming aware of the breach and to the data subjects as soon as possible.

## Your rights

- You can contact us at [info@econsys.co.za](mailto:info@econsys.co.za) to access, correct, or request deletion of any of your personal information that we store.
- Where you have provided your consent for us to use your personal information, you may withdraw that consent at any time.
- To view or change the marketing material you receive, you can manage your data preference settings via the 'manage your preferences' link found at the bottom of any marketing communications you've received.

## Changes to these terms

We're always looking to improve Econsys Technology products and services and to provide you with new and exciting features. This means we may need to change our Econsys Technology Privacy Policy from time to time as dictated by law.



## We want you to feel confident about your data. Got questions? Get in touch.

We value your trust and we won't throw that away. If we ever send you something you find annoying, just email us and let us know.

There's always someone real at our end who reads emails, and we do action requests, comments, and complaints.

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