

# Yodekoo Privacy Policy



Last updated: November 10<sup>th</sup> 2017

## General

Yodekoo is committed to protecting the privacy of our customers and the users of our website, products and services. This Privacy Policy explains what personal data we collect from you and how we use it. This Privacy Policy pertains to our collection of data from your use of our products or services and to our online collection of data from web properties. Please read the full policy below as by using our website, products or services, and submitting any personal information, you consent to the collection and use of this information by Yodekoo.

Please be aware that our Privacy Policy may be updated from time to time to evolve with the products and services we offer you and changing technologies. Please check back here frequently for any changes.

## Personal Data We Collect

Yodekoo collects data to operate effectively and provide you with the best possible experience with our products and services. You provide some of this data directly when you purchase one of our products or services or when you contact us for support or customer service. We also may obtain data by recording how you interact with our services, for example, using technologies like cookies, receiving error reports or usage data from software running on your device, or tracking IP addresses when you visit our website or use our products & services.

Data we collect depends on the products, services and features you use, and can include the following:

**Name and contact data.** We collect your first and last name, phone number, email address, postal address and other similar contact data.

**Credentials.** We collect passwords and security information used for authentication and account access.

**Demographic data.** We collect data about you such as your country and preferred language.

**Payment data.** We, or our third party service providers, collect data necessary to process your payment if you make purchases, such as your credit card number, CCV number or Bank account information.

**Usage data.** We collect data about how you and your device interact with our services. This includes data about your device and the network you use to connect to our services, including IP address, device identifiers, regional and language settings. This includes information about the operating systems and other Yodekoo software installed on your device. And it includes data about the performance of the products or services and any problems you experience with them.

Location data. We collect information about your location in two ways. When you register or purchase a product or service we may request a billing address or country location. We also may derive data from your IP address.

Content. We collect content of your files and communications when necessary to provide you with the services you use. For example, if you receive a message using a Yodekoo hosted messaging service, we need to collect the content of that message in order to deliver it to your softphone client, display it to you, enable you to reply to it, and store it for you until you choose to delete it. Examples of this data include the content of instant messages, or documents, photos, music or videos you file transfer using Yodekoo services.

We also collect the content of messages you send to us, such as feedback and product reviews you write, or questions or information you provide for customer support. When you contact us, such as for customer support, chat sessions with our representatives may be monitored and recorded.

## **How We Use Personal Data**

Yodekoo uses the data we collect to provide you with the services we offer and to improve and personalise your experiences, as well as the products and services Yodekoo provides. We also may use the data to communicate with you, including sending you information on security updates, account status notices and product changes, updates or offers. Further details on how we specifically use your data are outlined below:

Providing and improving our products and services. We use data to provide and improve the services we offer and perform essential business operations. This includes operating the services, maintaining and improving the performance of the services, including development of new features, research, and providing customer support.

Communications. We use the data we collect to deliver and personalise communications with you. For example, we may contact you by email or other means to inform you when a subscription is ending, let you know when updates are available, invite you to participate in a survey, or tell you about new products or services available to you. We do not sell any

information we collect to third parties. With any of our promotional material emails, you can contact Yodekoo directly in order to unsubscribe by emailing [customer.service@yodekoo.com](mailto:customer.service@yodekoo.com).

Business operations and compliance. Yodekoo reserves the right to use personally identifiable information to investigate and help prevent potentially unlawful activity that threatens either Yodekoo or any company affiliated with Yodekoo. Moreover, upon the appropriate request of a government agency, law enforcement, court or as otherwise required by law, Yodekoo may disclose personally identifiable information.

Push notification. To let you know of incoming calls, chats and other messages, our apps use the notification service on your device. For many devices, these services are provided by another company. To tell you who is calling, for example, or to give you the first few words of the new chat, our service has to tell the company providing the notification service so that they can provide the notification to you. The company providing the notification service on your device will use this information in accordance with their own terms and privacy policy. Yodekoo is not responsible for the data collected by the company providing the notification service. If you don't want to use the notification services with our applications you can turn it off in the settings found in the application or your device – this however may lead to unexpected behaviour of the app such as missed notifications or calls.

## **Security**

We take great care and use the latest technologies to ensure the security and safety of all your transactions with Yodekoo. To prevent unauthorised access or disclosure, maintain data accuracy, and ensure the appropriate use of information, we have put in place safeguards to secure the information we collect online.

## **Corrections/Complaints**

Yodekoo shall honour email requests sent to [customer.services@yodekoo.com](mailto:customer.services@yodekoo.com) from customers to change their account information (i.e., name, address or billing information) or

otherwise correct inaccurate information. Yodekoo will gladly correct such information and customers are welcome to verify that the appropriate corrections have been made. In addition, if you believe that your personally identifiable information is being mishandled in light of this Privacy Policy, please immediately notify Yodekoo by email at [customer.services@yodekoo.com](mailto:customer.services@yodekoo.com) so that we can address your concern.

## **Questions/Concerns**

If, after reading our Privacy Policy, you have questions or concerns about any of the statements herein, we welcome your feedback. You may contact our Customer Service Department at [customer.services@yodekoo.com](mailto:customer.services@yodekoo.com).