

Privacy Policy

Prolifics Testing considers your personal data and your privacy to be of the utmost importance. Our privacy policy explains what personal data we collect and how we process them. This privacy statement is effective May 25, 2018. Please note that this privacy statement will be regularly updated to reflect any changes in the way we handle your personal data or if there are any changes in the applicable laws. The following privacy policy will also tell you how we protect personal data relating to you that we collect, process and protect in accordance with applicable data protection laws, and the rights available to you in relation to the processing of personal data.

How do we collect and process personal data?

Accessing website or other online services:

Information on prolifics-testing.com and other Prolifics websites is gathered in two ways: directly and indirectly. Prolifics Testing will at times ask you to directly provide information that personally identifies you (registering for an event, downloading a file, signing up for an email list, etc.). It is our policy to keep personal information only as long as needed to fulfil the purposes for which the information was collected. We also collect information indirectly through our Internet access logs and social media logins. When you visit Prolifics Testing.com, your Internet Protocol (IP) address is automatically collected and is placed in our Internet access logs. IP addresses are not linked to personally identifiable information. Your IP address is used to help diagnose any technical problems, analyse site trends, administer the site, track movement within the site, and gather broad demographic information about site use that can eventually be used to make improvements that enhance your user experience on prolifics-testing.com.

Responding to your request for information, order, or support:

When you contact us (online or offline) in connection with a request for information, to order a product or service, to provide you with support, or to participate in a forum or other social computing tool, we collect information necessary to fulfil your request, to grant you access to the product or service, to provide you with support and to be able to contact you. For instance, we collect your name and contact information, details about your request and your agreement with us and the fulfilment, delivery and invoicing of your order and we may include client satisfaction survey information. We retain such information for administrative purposes, defending our rights, and in connection with our relationship with you. When you provide your name and contact information to register in connection with such a request, the registration may serve to identify you when you visit our websites.

Your use of our products and services:

We collect information about your use of our products and services to enable product and service functionalities to operate, improve your user experience, tailor our interactions with you, inform our clients on the overall use of the services, provide support and improve and develop our products and services.

Sharing personal data with third parties:

We may transfer personal data to third party vendors in connection with a potential corporate or commercial transaction. Such third parties may be located in other countries.

However, we ensure that we take all necessary steps to ensure that your personal data is given adequate protection as required by the relevant data privacy laws, like the Global Data Protection Regulation (GDPR) included in this Privacy Policy, and the EU-US Privacy Shield Framework, more information on which can be found at <https://Prolifics-Testing.com/privacy-shield-policy> and Prolifics Testing' internal policies.

Contacting employees of our clients, prospects, partners and suppliers:

In our relationship with clients or prospects, partners and suppliers, they also provide us with business contact information (such as name, business contact details, position or title of their employees, contractors, advisors and authorized users) for purposes such as contract management, fulfilment, delivery of products and services, provision of support, invoicing and management of the services or the relationship. Prolifics Testing does not sell, exchange, trade or give away personal information you voluntarily provide to us to any outside sources.

Visitor information:

We register individuals visiting our offices and locations (name, identification and business contact information) and use camera supervision for reasons of security and safety of persons and belongings, as well as for regulatory purposes.

Marketing:

Most information we collect about you comes from our direct interactions with you. When you register for an event we may collect information (online or offline) in relation to the event organization, and during an event, such as participation in sessions and survey results. We combine the personal information we collect to develop aggregate analysis and business intelligence for conducting our business and for marketing purposes. You can choose to receive information by email, telephone or postal mail about our products and services, or sign-up for subscriptions. When visiting our websites or using our products and services we may provide you with personalized information. You can always opt-out from receiving personalized communication by sending an e-mail to uktesting@prolifics.com. e-testing uses a third-party website content administrator, and utilizes customer relationship management (CRM) database technology hosted by a third party to manage and track our marketing efforts. If you wish to be excluded from our CRM databases, please contact us at uktesting@prolifics.com.

How do we protect personal data?

Voluntary sharing of personal data:

Except for information required by legal requirements, your decision to provide us any personal data is voluntary. You will not be subject to adverse consequences if you do not wish to provide us with your personal data. However, please note that if you do not provide certain information, you may not be able to access the features that requires the personal data. If you provide us with personal data of another person, you are responsible for ensuring that such person is made aware of the information contained in this privacy policy and that such person has provided his/her consent for sharing the information with Prolifics Testing.

Information Security and Accuracy:

We intend to protect your personal information and to maintain its accuracy. Prolifics Testing implements reasonable physical, administrative and technical safeguards to help us protect your personal information from unauthorized access, use and disclosure. We have regular penetration testing performed by a third party provider to ensure our technical defences are in place. We do not collect any financial or credit card information. To the extent that any of our websites contain a credit card payment link, this link is to a third party processor, and Prolifics Testing will not have access to any credit card information. Please check such third party processor's terms of use and privacy statements before using or providing any personal information to such third party processors. Our website and other sites may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Retention Period:

We will not retain personal information longer than necessary to fulfil the purposes for which it is processed, including the security of our processing complying with legal and regulatory obligations (e.g. audit, accounting and statutory retention terms), handling disputes, and for the establishment, exercise or defence of legal claims in the countries where we do business.

Your Rights under the different privacy laws, including the recent GDPR

You are entitled (in the circumstances and under the conditions, and subject to the exceptions set out in the applicable laws) to:

- Request access to the personal data we collect and process about you;
- Request a rectification of your personal data, if you find that it is inaccurate or incomplete;
- Object to the processing of your personal data, after which Prolifics Testing will not be able to use and process your personal data;
- Object to processing personal data relating to your specific situation;
- Request the erasure of your personal data;
- Request restricting the processing of personal data, under which Prolifics Testing can only process your personal data under limited circumstances;
- Request portability of your personal data, which entitles you to receive a copy (in a structured, commonly used and machine readable format) of personal data that you provided to Prolifics Testing.
- Withdraw consent at any time to the collection, use and processing of your personal data by contacting Prolifics Testing' marketing team at uktesting@prolifics.com. Please note that this withdrawal will not affect Prolifics Testing' right to process personal data obtained prior to the withdrawal of your consent.

Site Security

We take appropriate steps to provide and maintain a secure website. By visiting prolifics-testing.com, however, you agree that the open nature of the Internet is such that data may flow over networks without security measures in place and may be accessed and used by people other than those for whom the data is intended.

Right to lodge a complaint

In the event you consider our processing of your personal data not to be compliant with the applicable data protection laws, you can lodge a complaint either directly with us, or with the competent data protection authority.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

A cookie is a small text file written to your hard drive that contains information about your account and use of this site. Cookies do not contain any personal information about users. Cookies enable us to collect useful information and to improve your experience when accessing and using our site. Please see our cookies policies at <https://prolifics-testing.com/cookie-policy> for more details. By using our website, you agree that we can place cookies and other similar technologies on your device as explained in our cookies policy.

Changes to our Privacy Policy

From time to time we may update this Privacy Policy, as well as any other specific privacy statement. When making changes to this Privacy Policy, we will add a new date at the top of this Privacy Statement.

Contact

Prolifics Testing commits to resolve complaints about your privacy and our collection or use of your personal data. Data Subjects with inquiries or complaints regarding this Privacy Policy can contact Prolifics Testing at: uktesting@prolifics.com. You can also contact our Data Protection Officer.