

SafeMeet Video Conferencing software » Privacy Policy

SaleAssist Innov8 Pvt Ltd(hereinafter referred to as “SaleAssist Innov8”or “our”or “us”or “we”) are committed to respecting and safeguarding the end-user’s (hereinafter referred to as “end-user”or “you”or “your”or “customer”) privacy online. This Privacy Policy applies to your information that we collect and receive on and through your use of the SAFEMEET Video Conferencing software available in all platforms (“Software”), www.JoinSafeMeet.com (“our Website”) and other related services (together “Services”). This Privacy Policy applies to all users, and others who use our Services, but it however does not apply to practices of businesses that we do not own or control, or to people we do not employ.

This privacy policy describes the Services’ practices and procedures on the collection, use, processing and disclosure of your personal data, that you have consensually provided, when you use our Services. We will not use or share your data with anyone except as mentioned in this Privacy Policy.

SaleAssist Innov8, through SAFEMEET provides video conferencing services to users in India and worldwide. Our Privacy Policy helps explain how we handle your information shared with us and provides for the following:

- The type of information collected from end-users, including sensitive personal data or information;
- The purpose, means and modes of usage of such information;
- How and to whom we will disclose such information; and
- The steps we take to protect your privacy.

You can use our Services without revealing who you are or providing any personal information about yourself, unless otherwise required for specific services.

By using our Services, you agree to the terms of this Privacy Policy. Please read the following Privacy Policy to understand how your personal information will be treated as you use our Services. The following also discloses our information gathering and dissemination practices.

Our Services may contain links to other websites. Your browsing and interaction on any thirdparty website or service, including those whose links can be accessed through our Services, are subject to such third party’s own terms and conditions and policies.

Using our Services

If you browse through our Website without entering any personal data, we will gather and store certain information about your visit. This information does not identify you personally and cannot be linked back to you unless you decide to identify yourself. If you are only browsing our Website, we collect the following information: IP address, the type of browser and operating system used to access our Website, the date and time

you accessed our Website and if you were linked to our Website from another website, the address of that website as well as additional information related to your visit will be collected.

Information Collected

Information customer provides: We collect the e-mail addresses of customers who communicate with us via e-mail. We also collect information provided to us by customers. Collected information includes the following: name, address, e-mail address, telephone number, company name and country including IP addresses for the meeting participants, the user specified URL used to host the meeting, and information about the phone numbers that connect to the meeting (if audio connection is made via a telephone call).

Metadata: Duration of the meeting and/or call, email addresses, names, or other information that a participant enters to identify themselves in the meeting, join and leave time of participants, name of the meeting, date, time that the meeting was scheduled, chat status (unless a setting is actively chosen by user), call data records, dashboards and reports and response to requests for support.

No financial Information collected: We do not collect credit card information or other sensitive financial information of SaleAssist Innov8 customers for orders placed online. We use third party payment platforms to provide a very secure payment process for you.

Information collected for Support Services: If you request remote support services, such as technical support or software installation or upgrades, we may collect certain information required to fulfil your request. All of the above shall collectively be referred to as "Information".

Storage of Information and how we process it

To provide the Services, we process network and usage Information. In some cases, meeting related content, which may contain personal information, is temporarily stored to enable user functionality in a SAFEMEET video meeting. If you use the chat function, chat content is stored during the meeting which is encrypted. In case the setup is done at your server, all data and recordings are stored at your end and SafeMeet does not take any accountability of data stored on your server.

How is the Information used

SaleAssist Innov8 is not in the business of selling personal information to third parties. SaleAssist Innov8 uses this Information to deliver the Services, to identify and troubleshoot problems with the Services, and to improve the Services. In addition, SaleAssist Innov8 may use this Information to investigate fraud or abuse.

Disclosures

- Accessing Services: When you access the Services, some data will be disclosed to other participants and to meeting or webinar hosts. For instance, when you attend a meeting, your name might appear in the attendee list. If you turn on your video camera, your image will be shown. If you send a chat or share content, that can be viewed by others in the chat or the meeting.
- Customers Request: We follow the directions of our Customers regarding the personal data, and may store it, delete it, or disclose it at their direction.
- When Legally Bound: We may also disclose data when we respond to valid legal process including jurisdiction. SaleAssist Innov8' policies regarding compliance with valid legal process preclude cooperation where a government does not have jurisdiction. SaleAssist Innov8 may also disclose data when reasonably necessary to preserve SaleAssist Innov8' legal rights.
- Content visible to Customers: Customer content, including information shared during meetings, information about participants in meetings belongs to our customers. Customers may use this content, which may include personal data about participants, for their own purposes.
- To Third Party Service Providers: We use third-party service providers to help us provide portions of the Services and give support. They only receive data needed to provide their services to us. We have agreements with our service providers that say they cannot use any of this data for their own purposes or for the purposes of another third party. We prohibit our service providers from selling data they receive from us or receive on our behalf. We require service providers to use data only in order to perform the services we have hired them to do (unless otherwise required by law).

How is the Information protected

We maintain appropriate administrative, technical, and physical safeguards to protect your personal information from accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use and other unlawful forms of processing. You should keep your user credentials and password confidential and secure so that your information is protected. We work hard to protect your data, but the Internet is not 100% secure. We encourage you to use caution online. This includes not sharing or reusing your passwords and not using the Services with unknown persons.

Access to Third Party

We at SaleAssist Innov8 do not sell or share your data to any third party i.e Marketing companies, agencies, advertisers or any similar companies in exchange of fees/payments. We also do not share or allow any third party to use your data stored with us for any other purpose except consented by you or if required under any legal obligations.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes described above i.e. for as long as you have a SAFEMEET account and/or have subscribed to our Services. If the installation is done at your server, you may wish to retain the data/recordings till the time & storage capacity permits

We may also retain your personal data for a longer period for the purpose of our legal, tax, audit, and accounting obligations. This retention will be in accordance with any limitation periods and records retention obligations that are imposed by applicable laws. We may also retain your personal data, if necessary, for our legitimate business interests, such as fraud prevention or to maintain the security of our users. If you have elected to receive marketing communications from us, we will retain data about your marketing preferences for a reasonable period of time, which will be calculated based on the date you last expressed interest in our content, products, or Services.

International Data Transfers

Except as otherwise noted in this Privacy Policy, SaleAssist Innov8 is a data controller under the European Union General Data Protection Regulation (“GDPR”), which means that we decide how and why the information you provide to us is processed, including any third-party website or service whose links can be accessed through our Services. We do not collect or otherwise record, process, organize, structure, store, adapt, alter, retrieve, use, disclose by transmission, dissemination or otherwise making available a customer’s personal information pertaining to his/her race, religion, caste, sexual orientation or health or any other information that may be deemed to be sensitive under GDPR (collectively, “Sensitive Personal Information”) in the ordinary course of our business. Where we need to process your Sensitive Personal Information for legitimate purposes, we do so in accordance with the applicable law.

GDPR has provided the following rights to customers who are residents of countries who are members of the European Union: Right to information - including contact details to the Data Protection Officer of SaleAssist Innov8, the purposes for processing user information and the rights of the user. Right to access the Information that are processed by SaleAssist Innov8 Right to erasure (“Right to be forgotten”) - this includes the right of the user to have all personal data to be erased from the records of the data controller. Right to rectification of Information that is processed by SaleAssist Innov8 Right to restriction of processing personal data Right to data portability of the Information supplied to SaleAssist Innov8 by the user. Right to object (opt-out) to processing Sensitive Personal Data (unless SaleAssist Innov8 otherwise has compelling legitimate grounds). Right of Withdrawal: The right to withdraw your consent at any time (in cases where we rely on your consent).

Residents of countries who are members of the European Union, can exercise these rights by raising a request to SaleAssist Innov8 Data Protection Officer at connect@safemeet.in.

If you have a complaint about our use or processing of your personal data, you have a right to lodge a complaint with a national Data Protection Authority. Each European Union member nation has established its own Data Protection Authority; you can find out about the Data Protection Authority in your country [here](#).

We also have teams and processors (third-party providers) based in the United States and India who can access your data to develop and improve our Services on our behalf. Where we transfer your personal data outside the EEA, we have rules and steps put in place to make sure your personal data is kept safe and protected. Usually, this means we will have standard contractual clauses approved by the European Commission in our contracts with parties outside the EEA, or we will rely on European Commission adequacy decisions. For companies based in the United States, we also rely on the Privacy Shield in order to ensure adequacy of transfers made. For more information, please contact us at connect@safemeet.in

The Services are not intended for users under the age of 18 (eighteen), unless permitted under applicable local laws ("Permissible Age"). We do not knowingly collect any Sensitive Personal Information from users or market to or solicit information from anyone under the Permissible Age. If we become aware that a person submitting Sensitive Personal Information is under the Permissible Age, we will delete the users account and/or any related information as soon as possible. If you believe that we might have any information from or about a user under the Permissible Age, please contact us at connect@safemeet.in. We may use your personal information to send you e-mail communications regarding products or services offered by us or by third parties with whom we have relationships, subsequent to your express consent to receive such communications. You may at any time choose not to receive promotional e-mails from us by contacting us. Notwithstanding the foregoing, we may continue to contact you for the purpose of communicating information relating to our Services, as well as to facilitate, complete, or confirm any transaction that you may enter into, or responding to your inquiry or request.

Following termination or deactivation of your account, SaleAssist Innov8, its affiliates, or its service providers may retain information (including your profile information) and User Content for a commercially reasonable time for backup, archival, and audit purposes. If you prefer for us not to provide your name and e-mail or postal address to third parties for direct marketing purposes, please contact us

Cookies

We may place "cookies" on your personal computer. "Cookies" are small identifiers sent from a website server and stored on your computer's hard drive, similar to a license plate, that help us to recognize you if you visit our Website again. Also, our Website uses cookies to track how you found our Website thereby helping us improve your experience, understand how our services are being used, and customize our Services. Cookies are not designed to be used to get data from your hard drive, your e-mail or any other personal data about you. To protect your privacy, we do not use cookies to

store or transmit any personal information about you on the Internet. You can reject cookies by changing your browser settings, but please be aware that if you reject our cookies it is possible that pages in our Website may not properly load, your access to certain information might be denied or you might have to enter information about yourself more than once. We may let other companies use cookies, web beacons and similar tracking technologies on our Services. These companies may collect information about how you use our Services and other websites and online services over time and across different services. This information may be used to, among other things, analyse and track data, determine the popularity of certain content and better understand your online activity.

Security

Reasonable security measures are in place to help protect against the loss, misuse and alteration of the information under our control. We verify accounts and activity and promote safety and security on and off our Services, such as by investigating suspicious activity or violations of our Terms, and to ensure our Services are being used legally. If we do detect something risky that would compromise on your privacy and security, we shall notify you and help guide you through steps to stay better protected.

We shall take complete measures to safeguard you and our Services from unauthorized access, alteration, disclosure, or destruction of information we hold, including:

- Use of encryption to keep your data private while in transit
- Mandatory Verification processes at regular intervals to help you protect your account
- Timely review of our information collection, storage, and processing practices, including physical security measures, to prevent unauthorized access to our systems

Assignment, Change Of Control And Transfer

All our rights and obligations under our Privacy Policy are freely assignable by us to any of our affiliates, in connection with a merger, acquisition, restructuring, liquidation, bankruptcy or sale of assets, or by operation of law or otherwise, and we may transfer your information to any of our affiliates, successor entities, or new owner. Because of the international nature of our business, we may need to transfer your information shared with SaleAssist Innov8. For this reason, we may transfer your information to other countries that may have different laws and data protection compliance requirements to those that apply in the country in which you are located.

Law And Protection

Only Indian courts shall have jurisdiction in connection to SAFEMEET and the usage of the Services. We may collect, use, preserve, and share your information if we have enough cause to believe that it is reasonably necessary to: Respond pursuant to

applicable Indian laws or regulations, to legal process, or to government requests; Enforce our Terms and any other applicable terms and policies, including for investigations of potential violations; Detect, investigate, prevent, and address fraud and other illegal activities, security, or technical issues; or Protect the rights, property, and safety of our users, SaleAssist Innov8, its affiliates, or others.

Modifications to this Policy

Please be aware that we may change, amend, revise, modify or update our Privacy Policy from time to time. If we do, we will update this Privacy Policy on our Website, so be sure to check back here frequently. We will provide you notice of amendments to this Privacy Policy, as appropriate under the circumstances. Your continued use of our Services, after any modification to this Privacy Policy, will constitute your acceptance of such modification. If you do not agree to our Privacy Policy, as amended, you must stop using our Services.

Contact Us

If you have any questions about this Privacy Policy, the practices of our Website, or your dealings with SaleAssist Innov8, you may contact us at connect@safemeet.in.

Complaints and Grievances

For any complaints or grievances arising out of any loss, misuse and alteration of the information under our control you may contact connect@safemeet.in. We request you to please provide the following information in your complaint :- Identification of the information provided by you; Clear statement as to whether the information is personal information or sensitive personal information; Your address, telephone number or e-mail address.