

PRIVACY POLICY

Last Updated 13th December 2021

Your Privacy Matters

At Envision Nexus, we take your privacy very seriously and make it a high priority to ensure the security and confidentiality of the personal data you provide us. This document explains all our practices concerning your Personal Information. We are committed to transparency.

Here are some summarized answers to questions you might ask. (Note: please read the whole document for detailed information)

How do you store sensitive information, and who has access to it?

All sensitive information, such as your password, are end-to-end encrypted. No one can have access to it. In other words, we will never be able to see what your password is but will be able to change it if requested.

Do you track my activities on other apps/websites? Do you ever listen to me?

Most definitely not. We don't track anything you do on the browser nor on your phone outside of Envision Nexus.

What kind of information do you collect about me?

We try to the best of our ability to collect the bare minimum information about you that helps us perform our services. This Information may include Personal Information, such as your name, company names, contact names, addresses, plans selected, servers assigned to within our company, and pricing terms but also some non-identifiable information, such as basic information about your device. We also collect payment information for our Wave invoicing service.

Will you delete an account and all associated information if an account holder requests it?

Yes, definitely, but we may retain invoice payments/ data for accounting/tax services for a longer period. None of your other information will be kept if you delete your account. To delete your account, please send an email request to support@envisionnexus.com.

Introduction

When we refer to "**Services**" all through this Privacy policy, we mean "Envision Nexus " web development/hosting, and any other services available via the Envision Nexus website.

Your privacy is critical to us. Envision Nexus is focused on ensuring your security. Therefore, to offer the services, we gather and process personal information. This privacy policy governs how Envision Nexus may collect, use, store, and unveil individual data that we get through or from people who:

- Visit, access, or use our website
- Register for an account with Envision Nexus.

Our Services are not intended for use by children and should only be accessed by individuals who are at least 13 years old.

WHAT INFORMATION DO WE COLLECT?

We gather your personal information to provide and continuously improve our website services. Here are the kinds of personal information we gather:

- **Account information:**

Your contact and profile information including your name, email address, organization name, and address; your preferences such as language, time zone, and the types of communication you would like to receive from us; (if you choose to provide this).

- **Content:**

Your social profile information, specific location such as an address, a city, or a place if you choose to share this information.

- **Logs, usage, and support data:**

Log data, which may include your IP address, your browser type, and settings, your device information (such as make, model, and OS), information about your browser configuration, language preferences, unique identifiers, and cookies.

General Location information, such as IP address and the region in which you are located when using our services.

- **Third-party services:**

We use third-party analytics services, fundamentally Google analytics, to help us in analyzing patterns and insights on our web services. With the gadget and use of information gathered by our third-party analytics services, we produce and process collected data.

Our Invoicing application Wave (<https://www.waveapps.com/>) handles billing information such as credit cards or banking info and retains that information for records and optional automatic recurring invoice payments

HOW WE USE YOUR INFORMATION

We use your information to work, give, create, and improve our services we provide to you.

These reasons include:

1. *Providing and securing our Services:*

- We need to identify and authenticate our users to ensure, for example, that only those authorized users can use our hosting servers for their organization and to make changes to their accounts.
- We use information that you provide when signing up to set up your account, process payments, contact you regarding the Services, and manage your account.
- We use your contact information and information related to your request to respond to your inquiries, manage our contract with you, respond to your questions and requests, and send you updates and information about our services.
- We use logging and other data such as general location information, for example, the IP address of your browser or device to help us manage the performance, security, and compliance of the Services.

2. *Troubleshoot, Provide, and improve our website:* we use your data to give usefulness, fix blunders, and enhance the convenience of Envision Nexus.

3. *Comply with lawful commitments:* in specific cases, we gather and use your data to consent to government laws.

4. *Communicate with you:* We use your contact information where appropriate to send you information about our services, events, marketing communications, and job opportunities. We also use email statistics, such as open rates, to assess the effectiveness of and to make improvements to our communications.

5. *Advertising:* we use your information to show advertisements for products and highlights that may be of significance to you.

6. *Fraud avoidance and credit dangers:* we use individual data to detect and prevent abuse and fraud to ensure the security of our clients and others. We may likewise use scoring strategies to evaluate and oversee credit risks.

7. *Improving our websites and applications:* We use information about you to help us understand usage patterns and other activities on our websites so that we can diagnose problems and make improvements, including enhancing usability and security.

Cookies

We use cookies to permit our systems to recognize your device or browser and to improve our services. We also use cookies, as required by Google Ads, Google Analytics, to check if visitors clicked our signup box.

You can decide to accept cookies or not by changing the settings of your browser. By proceeding to browse our services without blocking cookies, you approve us to track cookies in this way.

WHAT ARE YOUR RIGHTS REGARDING THE INFORMATION ABOUT YOU?

- **Services information**

When using our website, you may access, update, or correct most of your Account information by logging in to your account to edit your profile or organization record.

If you have requests that cannot be carried out by logging in to your account, such as accessing additional information or deleting information about you, please email our privacy team. Please note that we may need to retain certain information about you for as long as you maintain an account for our Services, to provide you with our Services, for record-keeping purposes, for payment processing, to comply with our legal and regulatory obligations, to resolve disputes, or to enforce the applicable terms of service or other agreement in place between you (or your organization) and Envision Nexus (the "Terms of Service").

Requests to access, correct, or delete your information will be handled within thirty (30) days unless they are unusually extensive or complex, in which case we will advise you of the expected timeline for handling your request.

WHO HAS ACCESS TO YOUR INFORMATION?

Envision Nexus does not rent or sell your information. We restrict access to your information to authorized employees, and we do not share your information with third parties except in the circumstances explained below.

- **Employees and Authorized Contractors**

Our employees and authorized contractors may need to access information about you when they require this to perform their job. For example, a customer support representative would need

access to your account to validate your identity and respond to your question or request; our email communications team would need access to your contact information to ensure this information is sent correctly and any unsubscribe requests are properly managed; and our security staff would need to review information to investigate attempted denial of service attacks, fraudulent account activity, or other attempts to compromise the Services.

All our employees and contractors are required to agree to maintain confidentiality and protect the privacy of your information.

- **Third-Party Services**

If you authorize a Third-Party Service to access your account, you agree to provide information about you to the Third-Party Services under their respective terms and privacy policies.

- **Successor Entities**

If we are acquired by or merge with another entity (in which case we will require such entity to assume our obligations under this privacy policy), if we are involved in a bankruptcy, or if the ownership or control of all or part of our Services or their assets changes, information about you will be transferred to such entities.

- **Law Enforcement, Government Agencies, and Professional Advisors**

We may need to disclose information about you where we believe that it is reasonably necessary to comply with a law or regulation, or if we are otherwise legally required to do so, such as in response to a court order or legal process, or to establish, protect, or exercise our legal rights or to defend against legal claims or demands.

Besides, we may be required to disclose information about you if we believe it is necessary to investigate, prevent, or take action: (a) against illegal activities, fraud, situations involving potential threats to our rights or property (or to the rights or property of those who use our Services), or to protect the personal safety of any person; or (b) regarding situations that involve the security of our Services, abuse of the Services infrastructure, or the Internet in general (such as voluminous spamming, or denial of service attacks).

SECURITY OF YOUR INFORMATION

Envision Nexus maintains industry-standard security safeguards to protect your information. This includes ensuring our employees receive appropriate security and privacy training and guidance, so they are aware of the measures they need to implement to protect your information.

Access controls are in place to limit access to your information to those who need it to perform their jobs. For example, information about you may be provided to our customer support

specialists to help you with your requests. Individuals who are permitted to handle your information must adhere to confidentiality obligations.

HOW LONG DO WE RETAIN YOUR INFORMATION?

We retain your information only as long as required to provide the Services requested by you, for record-keeping purposes, to comply with our legal obligations, resolve disputes, and enforce the terms for the Services.

We may retain invoice payments/ data for accounting/tax services for a longer period. After it is no longer necessary for us to retain information about you, we will dispose of it securely or anonymize the data.

Children's Online Privacy Protection

We conform with the law of the children Data Protection Act regarding the protection of the personal data of minors. Envision Nexus are all aimed at individuals who are above 13 years or who are of age based on their local laws. If you are a minor, kindly don't enroll to use the services and don't give us any data about yourself.

Changes to our Privacy Policy

We may make changes to this privacy policy at any time to reflect updates to our Services, applicable laws, and other factors. We will include a prominent notice on our website if we make any material changes, but we encourage you to stay informed by reviewing this policy periodically.

How to contact us

If you have any questions, concerns, or feedback, please email our Privacy team and Privacy Officer/Data Protection Officer through support@envisionnexus.com

If we are unable to resolve your concerns, you also have the right to contact your local data protection authority.