Privacy Policy

Lockswitch (hereinafter referred to as "Lockswitch", "we", "us" or "our") provides this "Privacy Policy" to inform our users on how we collect, use or disclose personal information when you visit and use any of our websites and when you use any of Lockswitch products and services or applications, such as our mobile applications and cloud management portals. For the ease of reading this Privacy Policy, our websites, products and services will hereinafter be referred to collectively as the “Service” or “Services”.

By using any our Services, you consent to the collection, use and disclosure of your personal information as set out in this Privacy Policy.

If you do not agree with this Privacy Policy, then we cannot provide the Services to you, and you should stop accessing our Services.

DEFINITIONS

"Aggregated Information" means information about all of our users or specific groups or categories of users that we combine together. This information can no longer identify or reference an individual user.

"Personal Information" means information relating to a living individual who is or can be identified either from that information or from that information in conjunction with other information that is in, or is likely to come into, the possession of Lockswitch.

WHAT TYPES OF INFORMATION DO WE GATHER ABOUT OUR USERS?

1. Information Provided to Us

We collect and use the following Personal Information that you make available to us when accessing or using our Services. This Personal Information may include but not limited to your name, photo, phone number, company, credit card or other billing information, device information, email address, and postal addresses. At any time, you may refuse to provide this Personal Information that we request. This will however, limit our ability to sell our Services to you.

2. Information Related to the Use of the Service

We collect and use information that is automatically recorded by our servers whenever you access or use our Services, regardless of whether you are registered with Lockswitch or logged in to your Lockswitch account, such as your IP Address, the date and time you access or use the Service, the hardware and software you are using, referring and exit pages and URLs, the number of clicks, pages viewed and the order of those pages, and the amount of time spent on particular pages.
When you use certain features of the Service, in particular our mobile applications, we may receive, store and process different types of information about your location, including general information (e.g., IP address, zip code) and more specific information (e.g., GPS-based functionality on mobile devices used to access the Service or specific features of the Service). Disabling the GPS or other location-tracking functions on your mobile device may cause certain Service functionality to stop working.

3. Cookies and other Tracking Technologies

Like many websites, we use “cookies” to collect certain information when you access our Services. “Cookies” are small text files that are saved by your browser when you access our Services. We (and our third-party analytics providers, such as Google Analytics) may use both session cookies and persistent cookies to determine that you have logged in to the Services and to tell us the way you interact with our Services. We also use cookies to monitor aggregate information such as those pertaining to usage and web traffic routing on our Services and to customize and improve our Services. While persistent cookies remain saved in the browser settings, session cookies are deleted when you log off from the Services and close your browser.

Although most browsers automatically accept cookies, you can change the browser options to stop automatically accepting cookies or to prompt you before accepting cookies. While you may disable the usage of cookies through your browser settings, we do not change our practices in response to a "Do Not Track" signal in the HTTP header from your browser or mobile application. Please note, however, that if you don't accept cookies, you may not be able to access all portions or features of the Services.

We may employ and/or our third-party tracking utility company may employ software technology called clear gifs (a.k.a. Web Beacons), that help us better manage content on our Site by informing us what content is effective. These gifs (or other tracking technology) may be included in or associated with e-mails or other communications that you receive from us (or our partners) in order to help us track your response and interests and to deliver you relevant content and services. We may tie information gathered by clear gifs or other tracking technology to Personal Information.

Third parties delivering advertisements or services on our Services may have their own privacy policies and may set their own or other third-party cookies via these advertisements and services. Other than setting up the coding they request when we receive the advert we don’t have control over how these companies employ cookies. While third parties may not collect information about users’ online activities on the Services except as described in this policy and our Cookie Policy, by permitting cookies to be used while visiting our sites, you are agreeing to the use of cookies described in this section.
HOW ARE THE PERSONAL INFORMATION USED?

1. We use the Personal Information to enable our users to access and use our Services as well as to send support and administrative messages, reminders or notices, updates, alerts or other information that you may have requested.

2. We may use the Personal Information to operate, improve, optimize and safeguard the Services we provide. We may also perform analytics, conduct research to allow us to personalize or otherwise customize the user experience through our Services.

3. We may use the Personal Information for marketing purposes such as to administer referral programs, rewards, surveys, contests, or other promotional activities or events sponsored or managed by Lockswitch or our business partners. Where we have your consent, we may also send you marketing and promotional messages and other information that may be of interest to you, including information about Lockswitch or general promotions for partner campaigns and services. You can unsubscribe from receiving these communications by contacting us at info@lockswitch.io.

4. We may use the Personal Information to assist in creating and maintaining a trusted and safe environment within our Services. These are achieved through means such as fraud detection and prevention programmes, conducting investigations and risk assessments.

5. We may use the Personal Information to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties.

WHEN AND TO WHOM DO WE DISCLOSE OR SHARE THE PERSONAL INFORMATION?

IMPORTANT: When you use the Service, your data may be sent to the United States and possibly other countries

Your Personal Information may be transferred to and maintained on computers outside your country where the privacy laws may not be as protective as those in your jurisdiction. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

The following are the conditions and the parties where your information may be shared or transferred.

1. Parts of your Personal Information may be displayed in numerous parts of the Services to other users for reference or reporting purposes.

2. Part of your Personal Information will be share to a guest that you have approved to access the Services you have subscribed to. For example, an SMS or Email will be sent to your approved guest as an invitation to use the Services.
3. We may share your Personal Information with a third party social networking site to enable the linking of your account on a third party social networking site to your Lockswitch account.

4. We may distribute parts of the Services for display on sites operated by Lockswitch business partners and affiliates.

5. We may allow related entities such as our subsidiaries, to use and process your Personal Information to the same extent that we are permitted to under this Privacy Policy.

6. We may share the Personal Information with a successor to all or part of our business. In the event where our business is sold, the Personal Information will form part of the transaction.

7. We may provide the Personal Information to third party service providers for the limited purpose of allowing them to help in verification of your identity, to assist with customer service and to facilitate in payments or reimbursements where necessary.

8. We shall release the required Personal Information or all such information as is legally required by the requisite and lawful authority in accordance with the directions of the lawful court of the competent jurisdiction.

9. We may also publish, disclose and use Aggregated Information and non-personal information for industry and market analysis, demographic profiling, marketing and advertising, and other business purposes.

HOW TO CHANGE OR DELETE YOUR INFORMATION, OR CANCEL YOUR LOCKSWITCH ACCOUNT?

All users with the necessary rights may review, update, correct or delete the Personal Information in their registration profile by logging into their account and changing the “user preferences” associated with their account. Removing your information may limit our ability to provide the Services to you. If you completely delete all such information, your account will be deactivated and you may lose access to the Service and your use of the Services. For users who do not have the required rights, you will have to seek the assistance of the account holder or system administrator to perform those changes.

You may also contact us at info@lockswitch.io if you have additional questions or concerns. We’ll take steps to modify or delete your information as soon as is practical, but some information may remain in archived/backup copies for our records or as otherwise required by law.
SECURING YOUR PERSONAL INFORMATION

The security of your Personal Information is important to us and we will continuously implement and update security measures required to safeguard this information.

We follow generally-accepted industry standards to protect all your Personal Information submitted to us, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee its absolute security.

We also encourage you to use caution when using our Services. This includes not sharing your passwords. We keep Personal Information as long as it is necessary or relevant for the practices described in this Policy. We also keep information as otherwise required by law.

ACCESSING THIRD-PARTY WEBSITES AND RESOURCES

The Services will contain links to other websites not owned or controlled by Lockswitch. Lockswitch does not have any control over third party websites. These other websites may place their own cookies, web beacons or other files on your device, or collect and solicit Personal Information from you. They will have their own rules about the collection, use and disclosure of Personal Information. We encourage you to read the terms of use and privacy policies of the other websites that you visit.

CHANGES TO THIS PRIVACY POLICY

From time to time we may change our privacy policies. We will notify you of any material changes to our Policy as required by law. We will also post an updated copy on our website. Please check our site periodically for updates. Any modifications to this Privacy Policy will be effective upon our posting of the new terms and/or upon implementation of the new changes on the Service. In all of the above cases, your continued use of the Service after any notice or posted modified Privacy Policy indicates acceptance of the modified Privacy Policy.

GOT FEEDBACK?

Your opinion matters to us! If you’d like to provide feedback to us about this Privacy Policy, please contact us at: info@lockswitch.io