

We are committed to protecting and respecting your privacy.

This privacy policy (together with any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Who we are

We are Tapply Limited, UK company number 08332938, with registered office at 27 Cowley Crescent, Hersham, Walton-On-Thames, Surrey, England, KT12 5RH.

Tapply Limited is the provider of business software that runs on the Salesforce platform.

We are the data controller with respect to any personal data we collected from you or which you provide to us directly. Our data protection registration number is ZA290161. Our data protection officer is Andrew Mahood.

This policy applies only to our processing of your personal data. It does not apply with respect to any data collected by, or provided by you to, any third party, including any personal data you provide via any third party website. We have no control over third party websites or the policies they may apply. You are responsible for checking the acceptability of any third party websites and/or policies before you access or use those sites.

What information do we collect?

We may collect personal information directly from you when you:

- a) register to use our services,
- b) use our services,
- c) respond to surveys that we use for research purposes,
- d) contact the support team,
- e) visit our website, and
- f) complete a form on our website.

You can always choose not to provide your personal information, but it may mean that we are unable to provide you with services.

We may collect and process the following kinds of personal data:

- a) information about your computer and about your visits to and use of our website and/or our services (including without limitation your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and site navigation, traffic data, weblogs, browser usage and other communication data and the resources that you access);
- b) information that you provide to us for the purpose of registering with us (including your name, job title, company information, address, telephone number, email address, Salesforce licence and related details, user ID and demographic information (such as postcode, preferences and interests) and (if applicable) any payment details, such as credit card or bank account details or similar information you provide by filling in forms on our site or subscribing to any services, including any subscription for email notifications or newsletters;
- c) information provided if or when you report a problem or require support;
- d) if you contact us, we will keep a record of that correspondence;
- e) any information you choose to provide in responding to surveys that we use for research purposes (although there is no obligation to provide any such information); and/or
- f) any other information that you choose to send to us.

Uses made of the information

We use information held about you in the following ways:

- a) To provide, maintain and improve our products and services, including to operate certain features and functionality (for example, by remembering your information so that you will not have to re-enter it during this or subsequent visits);

- b) To carry out our obligations arising from any contracts entered into between you and us, including the provision of support, services and/or resolution of technical and other issues;
- c) To notify you about changes to our site or services;
- d) To ensure that content from our site is presented in the most effective manner for you and for your computer;
- e) To provide you with information, products or services that you request from us or which we feel may interest you, including details of our services or offerings in response to sales enquiries;
- f) To allow you to participate in interactive features of our service, when you choose to do so;
- g) To track and monitor usage of our website, services and/or software
- h) For the purposes of product development, provision of support, understanding configuration and for monitoring and enforcing licence agreements;
- i) To deliver advertising, including by serving and managing ad on third party sites and to tailor ads based on your interests and browsing history.
- j) To administer the site, to keep it secure and prevent fraud;
- k) To send you general (non-marketing) commercial communications;
- l) To send you email notifications which you have specifically requested;
- m) To deal with enquiries and complaints made by or about you relating to the website; and/or
- n) To verify compliance with any applicable terms of use and other legal requirements relating to the use of the website or services.

We may also use your data to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by e-mail, post or telephone. If you do not want us to use your data in this way please unsubscribe from our e-mails or contact us by phone/e-mail.

Where we store your personal data

The primary services we provide run on the Salesforce platform. All data collected, processed and stored by these services is hosted by Salesforce.com. If you are a non-U.S. resident, this means that your personal information will be transferred to the U.S. If you do not want your personal information to be transferred to a server located in the U.S, you should not provide your personal information or use the services.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services.

Specifically, we will disclose your data to the following suppliers, partners and providers, all of which are based in the U.S.:

Supplier Name	Purpose	Supplier Website	Primary Data Residency
Salesforce	Application infrastructure	https://www.salesforce.com/uk/	U.S.
Salesforce	CRM Software, Customer Support, License Management	https://www.salesforce.com/uk/	U.S.
Xero	Accounting and invoicing	https://www.xero.com/uk/	U.S.
Stripe	Credit card payment processing	https://stripe.com/gb	U.S.
Google Docs	Documents and file storage	https://gsuite.google.com/	U.S.
Google Mail	Email	https://gsuite.google.com/	U.S.
Google Calendar	Calendar	https://gsuite.google.com/	U.S.
MailChimp	Email communications	https://mailchimp.com/	U.S.
Intercom	Customer Support, marketing and product analytics	https://www.intercom.com/ Tapply Limited. Company Registration No: 08332938	U.S.
Mapbox	Keyhole Data	https://www.mapbox.com/	U.S.

Zoom	Web conferencing and Webinars	https://zoom.us	U.S.
PandaDoc	E-signature	https://www.pandadoc.com/	U.S.
YouCanBookMe	Form collection and meeting scheduling	https://youcanbook.me/	U.S.
MailParser	Email parsing/extraction software and services; used to integrate webforms and Salesforce	https://mailparser.io/	U.S.
Webflow	Web hosting and form collection	https://webflow.com/	U.S.
Heap Analytics	App Analytics	https://heapanalytics.com/	U.S.
Google Analytics	Web and App Analytics	https://analytics.google.com/analytics/web/	U.S.

By submitting your personal data, you agree to this transfer, storing or processing of your personal data outside the EEA for those purposes.

IP Addresses and Cookies

We may collect information about your computer, including where available your IP address, operating system and browser. This is statistical data about your browsing actions and patterns, and does not identify any individual and we will not collect personal information in this way.

We may use a combination of “persistent cookies” (cookies that remain on your hard drive for an extended period of time) and “session ID cookies” (cookies that expire when you close your browser) for the following purposes:

- a) To estimate our audience size and usage pattern;
- b) To store information about your preferences, and so allow us to customise our site according to your individual interests;
- c) To track and report on your use and interaction with ad impressions and ad services
- d) To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Disclosure of your information

We may disclose your personal information to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this privacy policy.

We may disclose your personal information to any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries) insofar as reasonably necessary for the purposes set out in this privacy policy.

In addition, we may disclose your personal information:

- a) to the extent that we are required to do so by law
- b) in connection with any ongoing or prospective legal proceedings;
- c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and
- e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this privacy policy, we will not provide your information to third parties.

Security of your personal information

Our objective is to maintain an information management system designed to meet the requirements of ISO 27001:2013. We are actively working towards certification of our business information management system to the ISO 27001:2013 standard.

We are committed to protecting the security of your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure. Your personal information is stored on secure servers. All communication is encrypted through Secure Sockets Layer (SSL), an industry standard encryption method that encrypts data between your computer and the server.

Unfortunately, the Internet is not in itself a secure environment and we cannot give an absolute assurance that your information will be secure at all times. Transmission of personal information over the Internet is at your own risk and you should only enter, or instruct the entering of, personal information to the service within a secure environment. You are responsible for keeping your password and other login details confidential.

We will advise you at the first reasonable opportunity upon discovering or being advised of a security breach where personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing at any time by contacting us at support@taskfeedapp.com.

Our site 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.

Access to Information

The Data Protection Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

You may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to:

- a) the payment of a fee (currently fixed at GBP 10); and
- b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

We may withhold such personal information to the extent permitted by law.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. However, we advise that you check this page regularly to keep up to date with any necessary changes.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to support@taskfeedapp.com.