

Issuetrak Privacy Policy

Last modified: May 01, 2023

Your privacy is important to us. This Privacy Policy provides important information on how Issuetrak, Inc. (“Issuetrak” or “we” or “us”) handles information that we collect from and about you when you use the Sites and the Service, as defined below, including information that identifies, or that can be used to identify you (“personal information”).

By using our Sites and the Service, as defined below, you agree to the collection and use of your personal information in accordance with this Privacy Policy. If you do not agree to the Privacy Policy and the practices outlined below, you should not use the Sites or the Service or otherwise provide us with your personal information.

Activities Covered by this Privacy Policy

This Privacy Policy applies to the Personal Information that we collect when you (i) visit our website, www.issuetrak.com, and any other websites that we own, operate, or control and that link to this Privacy Policy (collectively, the “Sites”), or (b) register for an account as an “Agent” of an organization that is a client of ours and use the software-as-a-service offering that we make available to our clients under the Issuetrak Cloud-Based Application Agreement (the “Service”).

This Privacy Policy also generally describes our handling of Service Data, as defined below, that is uploaded or collected through the Service by our clients and their users. Please note, however, that we process Service Data at the direction of our clients, and that our handling of Service Data is governed by our agreements with those clients. We are not responsible for, and have no control over, the privacy and data security practices of our clients, which may differ from those set forth in this Privacy Policy. If you have questions about the handling of personal information by one of our clients as part of their use of the Service, please inquire with the client directly. For more information, please see the [How We Handle Service Data](#) section of this Privacy Policy.

The Information We Collect and How We Collect It

- [Information you provide to us](#)

We may collect personal information that you choose to provide to us, such as when you fill out contact forms on the Sites, or register for an account to use the Service. This information may include your name, postal address, e-mail address, telephone number, company name, and other information that you submit to us, such as through contact forms or files that you share through the Sites.

- [Information we collect automatically](#)

We also collect certain information automatically when you use the Sites and the Service. This information may include technical information about your computer, device, hardware, or software you use to access the Internet or the Sites and the Service, such as IP address or other transactional or identifier information for your device (such as device make and model, information about device operating systems and browsers, or other device or system-related specifications); usage information and statistics about your interaction with the Sites and the Service, which may include the URLs of the pages that you have visited, URLs of referring and exiting pages, page views, time spent on a page, number of clicks, the application you used, how long you used the application and when, and other usage statistics; and information that facilitates a safer and more personalized experience, such as user identification information, saved preferences, and device identifiers or usage information for authentication and fraud prevention purposes; and information about your approximate location, which we may derive from device information such as IP address.

We collect some of this information through tracking technologies such as cookies and web beacons. For more information please see the [How We Use Cookies and Other Tracking Technologies](#) section of this Privacy Policy.

How We Use Your Information

We collect and use information that we collect about you or that you provide to us, including any personal information, for the following purposes:

- responding to your inquiries and fulfilling your requests;
- operating, developing, and improving the Sites and the Service;
- performing our obligations under our agreements with clients, including billing and collections;
- providing support for your use of the Sites and Service;
- communicating with you about our products and services, including by sending you updates and announcements and marketing and promotional communications;
- analyzing usage trends and measure the effectiveness of the Sites and the Service;
- complying with legal or regulatory requirements, judicial process, and our company policies (including due diligence and contracting activities);
- securing the Sites and the Service, including protecting against and responding to fraud, illegal activity (such as incidents of hacking or misuse of the Sites and the Service), and claims and other liabilities, including by enforcing our Terms of Use;
- evaluating or conducting a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our business, assets or stock; and
- for any other purpose that you may authorize or direct at the time we collect your information.

We may also use your personal information to create anonymous or aggregated information that does not, and cannot be used to identify you, and use such information for any lawful purpose.

How We Disclose Your Information

To accomplish the purposes set out above, we may disclose your information to third parties that may include:

- our subsidiaries and affiliates;
- contractors, service providers, and other third parties we use to support our business, who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them;
- if you use our Service, any client of ours with whom your account is associated;
- a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our business, assets or stock;
- third parties when to comply with any court order, law, or legal process, including to respond to any government or regulatory request, and to enforce or apply our terms of use and other agreements, including for billing and collection purposes;
- third parties to whom we believe disclosure is necessary or appropriate to protect the rights, property, or safety of us, our clients, or others; and

- any other parties disclosed by us or authorized or directed by you when you provide the information.

We may also disclose aggregated information about our users, and information that does not identify any individual, without restriction.

How We Use Cookies and Other Tracking Technologies

The Sites and the Service use cookies and other tracking technologies. Cookies allow us to track usage of the Sites and the Service, enable us to recognize you when you visit the Sites and the Service, and help us provide you with a customized experience.

We may use web beacons on our Sites and the Service, in our emails and in other online content. Web beacons enable us to count users who visit our Sites or the Service, or who open our email.

Some content or applications, including advertisements, on the Sites are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use the Sites and the Service. For instance, we use Google Analytics. Google Analytics uses cookies to help us analyze how visitors use the Sites and the Service. For more information on Google Analytics, including how Google Analytics collects, uses and discloses information, please refer to the following page: <https://policies.google.com/technologies/partner-sites>.

The information third parties collect through cookies and web beacons may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content. We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

Your Choices

- [Requests to Access, Correct, or Delete Your Information](#)

You may send us an email at privacy@issuetrak.com to request access to, or correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

- [Unsubscribing from our Promotional Communications](#)

You may opt-out from receiving our email marketing and promotional communications by choosing the unsubscribe or opt-out feature associated with those emails. You can also opt-out of these communications by sending us an email stating your request to privacy@issuetrak.com. Choosing to opt-out from our emails will suppress future mailings from being sent to you from our database.

Some communications, such as account notifications and billing information, are considered transactional and are necessary for us to conduct business with you. To unsubscribe from these transactional communications you must cancel your account with Issuetrak by following the procedures set forth in the your agreement with Issuetrak. If you cancel your account with us, you will not be permitted to access the Service.

- [Declining Cookies and Opting out of Targeted Advertising](#)

You have the ability to accept or decline cookies. The Sites and the Service do not currently respond to browser “do not track” signals, so you will need to use your browser settings to effectively manage cookies. You can set your browser to refuse all or some browser cookies or to alert you when cookies are being sent. If you disable or refuse

cookies, you may find that certain features or functions will not work as intended. For more information on how to manage cookies in your web browser, you may visit <http://www.aboutcookies.org>.

We do not control third parties' use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt-out of receiving targeted ads from members of the Network Advertising Initiative (“NAI”) on [NAI's website](#).

How We Handle Service Data

Clients who use our Service, and their users, may upload data and information to the Service, or collect data and information through the Service, which may include personal information. In this Privacy Policy, we refer to this data and information as “Service Data.” While our clients determine the types of information included in Service Data, it typically includes names and contact information for their customers and employees, and information and correspondence relating to the client’s relationship with those individuals.

In providing the Service, we act as a data processor for the client (who acts as the data controller) with respect to our handling of Service Data. We process Service Data pursuant to our client’s instructions and in accordance with contractual agreements between Issuetrak and the client that include strict limitations on our ability to disclose Service Data to third parties or to use Service Data for purposes other than providing the Service.

We assume that our clients will provide individuals whose personal information is included in Service Data a means to access any personal information about them, and to request that their personal information be corrected, amended, or deleted. Where necessary, we will work with our clients to facilitate those individuals’ rights of access and choice. We further assume that clients obtain from these individuals appropriate consent to transfer their personal data to us and for us to process their personal data consistent with this Privacy Policy and our agreements with those clients.

International Transfers and Our Participation in the EU-US and Swiss-US Privacy Shield Frameworks

We may transfer your personal information to the United States and other countries that may not have the same data protection laws as the country in which you reside.

Issuetrak complies with the EU-U.S. and Swiss-US Privacy Shield Frameworks as set forth by the U.S. Department of Commerce (collectively, “Privacy Shield”) regarding the collection, use, and retention of personal information transferred to Issuetrak from the European Union, the United Kingdom, and Switzerland to the United States, although Issuetrak does not rely on the Privacy Shield as a legal basis for transfers of personal information in light of the judgment of the Court of Justice of the EU in Case C-311/18.. Issuetrak has certified to the Department of Commerce that it adheres to the Privacy Shield Principles with respect to such information. If there is any conflict between the terms in this Privacy Policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. If you want to verify our participation in Privacy Shield, or simply learn more about Privacy Shield, see <https://www.privacyshield.gov/>.

Issuetrak commits to subject to the Privacy Shield Principles all personal information from EEA, the United Kingdom, and Switzerland that it receives or to which it is given access in reliance on the Privacy Shield Frameworks. Within the U.S., the regulatory entity responsible for enforcing and investigating our compliance with Privacy Shield is the U.S. Federal Trade Commission.

If we have received your personal information under the Privacy Shield and subsequently transfer it to a third-party service provider for processing, we will remain responsible if they process your personal information in a manner inconsistent with the Privacy Shield Principles, unless we prove that we are not responsible for the event giving rise to the damage. In addition, Issuetrak may be required to disclose your personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Individuals in the EEA, the United Kingdom, and Switzerland have a right to access personal data about them, and to limit the use and disclosure of their personal data. As part of our certification to the Privacy Shield, we are committed to respecting those rights. You may contact us at privacy@issuetrak.com to exercise these rights, and we will respond

within 45 days. If you are an individual who believes your personal information is included in Service Data that we process on behalf of a client in the European Union, the United Kingdom, or Switzerland and would like to exercise your rights of access or choice, please contact that customer directly. Alternatively, you may contact Issuetrak at privacy@issuetrak.com and provide the name of the client. We will refer your request to that client and will support them as needed in responding to your request.

In compliance with the Privacy Shield Principles, Issuetrak commits to resolve complaints about our handling of personal information we receive or to which we are given access in reliance on the Privacy Shield. Individuals in the EEA, the United Kingdom, and Switzerland with inquiries or complaints regarding this Privacy Policy or our privacy practices should first contact Issuetrak by sending an email to privacy@issuetrak.com.

Issuetrak has further committed to refer unresolved Privacy Shield complaints to an alternative dispute resolution provider located in the United States who we have designated to provide appropriate recourse to individuals free of charge. If you do not receive timely acknowledgement of your complaint from us, or if we have not resolved your complaint, please contact our dispute resolution provider by visiting <https://feedback-form.truste.com/watchdog/request>.

Individuals have the possibility, under certain conditions, to invoke binding arbitration for complaints regarding Privacy Shield compliance that are not resolved by any of the other Privacy Shield mechanisms. For additional information about the arbitration process please see Annex I of the Privacy Shield.

Data Security

We have implemented measures reasonably designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

The safety and security of your information also depends on you. If we offer you any opportunity on the Sites or Service to share comments, we urge you to be careful about giving out information in public areas of the Sites or Service like message boards. The information you share in public areas may be viewed by any user of the Sites or Service.

The transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Sites or Service. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Sites and Service.

Children Under the Age of 13

Our Sites and Service is not intended for children under 13 years of age. No one under age 13 may provide any information to us or on the Sites and Service. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on the Sites or Service or on or through any of its features, register on the Sites or Service, make any purchases through the Sites or Service, use any of the interactive or public comment features of the Sites or Service or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us using the information below.

Your California Privacy Rights

Under California Civil Code Section § 1798.83, consumers who have an established business relationship with us for personal, family, or household purposes may request certain information regarding our disclosure of certain personal information to third parties for those parties' own direct marketing purposes. If you are a consumer who has such an established business relationship with us and wish to make such a request please send us your written request by mail to:

Issuetrak, Inc.
200 Golden Oak Ct, Suite 470
Virginia Beach, VA 23452

How to Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, contact us at:

Issuetrak, Inc.
200 Golden Oak Ct, Suite 470
Virginia Beach, VA 23452
Email: privacy@issuetrak.com

You should insert “Privacy Policy” in the subject line of any written communication that you send to us.

Updates to this Privacy Policy

It is our practice to post any changes we make to our Privacy Policy on this page. The date this Policy was last revised is identified at the top of the page. You are responsible for periodically visiting this Privacy Policy to check for any changes.