

Last updated: July 12, 2024

This Privacy Policy describes how Davisware and our subsidiaries and affiliates (collectively “Davisware,” “we,” “us,” or “our”) handle personal information that we collect through our digital properties that link to this Privacy Policy, including our website and software, and other activities as described in this Privacy Policy.

[Click here](#) for a printable version of this Privacy Policy.

Overview

We collect the e-mail addresses of those who communicate with us via e-mail, aggregate information on what pages consumers access or visit, and information volunteered by the consumer (such as survey information and/or site registrations). The information we collect is used to improve the content of our Web pages and the quality of our services, and is not shared with or sold to other organizations for commercial purposes, except to provide products or services you’ve requested, when we have your permission, or whenever it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Master Agreement, or as otherwise required by law.

I. INFORMATION GATHERING

When you request to schedule a personalized product demo, we ask for information such as your name, company name, email address, telephone number, and various other business-related questions.

We and our third-party service providers may automatically collect certain information from you whenever you access or interact with our website or use our support services. This information may include, among other information, the browser and operating system you are using, areas within the website that you visited, which pages or content you viewed, and similar information and statistics about your interactions. We may combine this automatically collected log information with other information we collect about you. We do this to improve services we offer you and to improve marketing, analytics, and website functionality.

Like many websites, we and our service providers use “cookies” to collect information. A cookie is a small data file that we transfer to your computer’s hard disk for record-keeping purposes. We use both persistent cookies that remain on your computer or similar device (such as to save your registration ID and login password for future logins to the Software or other services) and session ID cookies, which expire at the end of your browser session (for example, to enable certain features of the Software or services, to better understand how our customers interact with our Software and services). You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features and functionality of the Software or our services.

II. USE OF INFORMATION

We use information we collect for the following purposes:

- Products and services provision
- Identification and authentication
- Services improvement
- Contact and research

Much of our processing of your information is to meet our contractual obligations to you. In many cases, we handle your information for purposes of furthering our legitimate interests in commercial activities, such as:

- Providing our Software and related services
- Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity
- Measuring interest and engagement in our Software and related services
- Improving, upgrading, or enhancing our Software or related services
- Developing new products and services
- Ensuring internal quality control and safety
- Authenticating and verifying individual identities
- Enforcing our agreements and policies
- Analyzing and improving our business
- Communications, including marketing and responding to your inquiries about our products and services
- Managing legal issues

III. DISCLOSURE

Davisware may disclose your personally identifiable information to:

- Evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as an on-going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us is among the assets transferred.
- Government agencies as required by law in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.
- Any current or future subsidiaries or affiliates, primarily for business and operational purposes, including activities such as for them to provide services to you, or support or supplement the services we provide.
- Davisware's policies do not apply to third-party integrations you subscribe. Please consult those respective third party's privacy policies for further information on their practices. Davisware has no control over use of information by third party integrations subscribed.

IV. LOCATION INFORMATION

When using the Davisware Remote Field Service (RFS) applications, we may use GPS technology (or other similar technology) to determine and store your current location. Data collected is used to provide proprietary features of our core software solutions, GlobalEdge and Vision. Features include, but are not limited to, showing technician location on maps, scheduled routes, providing estimated time of arrival, geofence arrivals and departures, and time sheet validations.

Location is only requested if your organization has granted us permission to do so on mobile devices used for work-related duties.

If you do not want us to use your location for the purposes set forth above, you should turn off the location services for the mobile application located within GlobalEdge or Vision's account settings, and in your mobile phone settings, however it may limit your use of certain features and functionality of the Software or our services.

We will not share geographical locations with other partners or anyone outside of the company that has purchased Davisware software.

V. CHANGES

Davisware is constantly trying to improve our websites and services, so this Privacy Policy may change from time to time. We will alert you to material changes by, for example, placing a notice on our websites and/or by sending you an email (if you have registered your email details with us) when we are required to do so by applicable law. You can see when this Privacy Policy was last updated by checking the date at the top of this page. You are responsible for periodically reviewing this Privacy Notice.

VI. THIRD PARTY ANALYTICS PROVIDERS

When visiting our website, third parties (such as AdRoll) may place cookies on your browser for targeted advertising purposes. Data such as cookie identifiers and website activity is collected for targeted advertising. This data may be used by third parties (such as AdRoll) to target advertising on other sites based on your users' online activity.

If you would like to opt out, please do so at www.networkadvertising.org/managing/optout.asp

VII. CHILDREN'S PRIVACY

Our Service does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If You are a parent or guardian and You are aware that Your child has provided Us with Personal Data, please contact Us. If We become aware that We have collected Personal Data from anyone under the age of 13 without verification of parental consent, We take steps to remove that information from Our servers.

If you have any questions regarding our privacy policy, please contact us through our Support Portal or call us at (847) 426-6000.