

Privacy Notice – ACROS d.o.o.

This privacy notice has been compiled to better serve those who are concerned with how their 'personal data' (according to GDPR) or 'personally identifiable information' (described in US privacy law and information security) are being used by ACROS d.o.o. . Please read our privacy notice carefully to get a clear understanding of how we collect, use, protect or otherwise handle your personal data in accordance with our websites (0patch.com, blog.0patch.com, central.0patch.com, support.0patch.com, 0patch.zendesk.com, www.acrossecurity.com, blog.acrossecurity.com, www.acros.si, blog.acros.si) or services and products (0patch).

Where do we collect personal information?

We may collect information from you when you register to our services, subscribe to our newsletter, place an order, respond to a survey, open a support ticket, install our products, browse our websites, use certain other features or enter information on our websites.

How do we use your personal information?

We may use the information we collect from you in the following ways:

- To provide our business services to you.
- To quickly process your transactions.
- To send occasional or periodic emails regarding our product and services or your orders.
- To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To analyze user experience to improve our websites, services and products in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To follow up on our correspondence with you.

You can find details on how we exchange telemetry data between 0patch server and 0patch agents in a FAQ article "What data are agents sending to 0patch server, and why?" (<https://0patch.zendesk.com/hc/en-us/articles/360018739694-What-data-are-agents-sending-to-0patch-server-and-why->).

How do we protect your information?

Data protection processes and activities of ACROS d.o.o. are based on the terms used by the European legislator for the adoption of General Data Protection Regulation (GDPR).

Your personal information is contained in secured networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential.

In addition, all sensitive information you supply is encrypted in transit.

We implement a variety of security measures when you enter, submit or access your information to maintain the safety of your personal information.

All transactions and credit card data are processed through a gateway provider and are not stored or processed on our servers.

Do we use 'cookies'?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. We use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We use cookies to:

- Enable functionalities of our online services.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.
- Understand and save user's preferences for future visits.
- Help remember and process items in the shopping cart.

If you turn off cookies, it will turn off some of the features of the site.

Third-party services

We may authorize trusted third-party services that manage personal data on our behalf, such as subscription and payment services, CRM, support, marketing and email services. These companies are authorized to use your personal information only as necessary to provide these services to us.

COPPA (Children Online Privacy Protection Act)

Our services are not directed and specifically marketed to individuals under the age of thirteen (13).

If at any time you would like to unsubscribe from receiving future emails, follow the instructions at the bottom of each email, and we will promptly remove you from correspondence. We reserve the right to inform you about the content related to administration of our services you are registered to.

Contacting Us

If there are any questions regarding this privacy notice or if you would like to exercise your rights according to GDPR, please contact us using the information below.

ACROS d.o.o.
Glavni trg 19A
2000 Maribor
Slovenia
security@acrosssecurity.com

Last Edited on 21 April 2021