

Privacy Policy

Last updated: 08/06/2024

Introduction

We respect your privacy and are committed to protecting your personal information. This privacy policy explains how we collect, use, share, and protect your information when you visit our website, use our mobile app, or interact with our services. Please read this policy carefully and contact us if you have any questions or concerns.

1. Information We Collect

We collect information that you provide to us directly or indirectly, such as when you create an account, fill out a form, make a purchase, or contact us. The types of information we collect may include your name, email address, phone number, billing and shipping address, payment information, and other information that you choose to provide.

We also collect information that is automatically generated when you use our website, app, or services, such as your IP address, device identifier, browser type, operating system, access time, pages viewed, and other usage data. We may use cookies, web beacons, and other similar technologies to collect this information.

2. How We Collect and/or Obtain Information

We collect information from you when you voluntarily provide it to us, such as when you register, place an order, subscribe, or contact us. We may also obtain information from third parties, such as our business partners, service providers, or social media platforms, if you choose to link your account with them or authorize us to access your information from them.

We collect information automatically when you use our website, app, or services, using various methods and technologies, such as cookies, web beacons, and analytics tools. Cookies are small files that are stored on your device and help us to remember your preferences, enhance your experience, and provide you with relevant content and ads. Web beacons are electronic images that help us to track your online activity and deliver customized services. Analytics tools are software applications that help us to measure and understand how you use our website, app, or services.

3. How We Use Information

We use the information we collect for various purposes, such as to:

- Provide, maintain, and improve our website, app, and services;

- Process and fulfill your orders and transactions;
- Communicate with you about your account, orders, products, services, promotions, and events;
- Personalize and customize your experience and preferences;
- Monitor and analyze our website, app, and services performance, usage, and trends;
- Protect the security and integrity of our website, app, and services;
- Prevent, detect, and investigate fraud, abuse, and illegal activities;
- Comply with our legal obligations and enforce our terms and conditions;
- Carry out any other purpose for which you provide the information or consent to us.

4. Information We Share

We do not sell, rent, or trade your personal information with third parties for their own marketing or promotional purposes. We may share your information with third parties in the following circumstances:

- With our affiliates, subsidiaries, and parent companies, who may use the information for the same purposes as we do;
- With our service providers, vendors, and contractors, who perform functions on our behalf and need the information to provide their services to us;
- With our business partners, sponsors, and advertisers, who may use the information to offer you products, services, promotions, and events that may be of interest to you;
- With other users, if you choose to share your information publicly or with specific groups or individuals on our website, app, or services;
- With your consent or at your direction, such as when you authorize us to share your information with a third-party app or platform;
- As required by law, regulation, subpoena, court order, or legal process, or to cooperate with law enforcement or government authorities;
- As necessary to protect the rights, property, or safety of us, our users, or others, or to prevent or stop illegal or harmful activities;
- As part of a merger, acquisition, sale, transfer, or divestiture of some or all of our assets, in which case your information will be subject to the privacy policy of the new entity;
- As otherwise described in this policy or at the time of collection.

5. Cookies & Other Technologies

We use cookies and other technologies to collect information, enhance your experience, and provide you with relevant content and ads. You can manage your cookie preferences through your browser settings or by opting out of certain cookies on our website. However, some cookies are essential for the functionality of our website, app, and services, and disabling them may affect your ability to use them.

6. Information Security and Data Retention

We take reasonable measures to protect your information from unauthorized access, use, disclosure, alteration, or destruction. However, no method of transmission or storage is completely secure, and we cannot guarantee the absolute security of your information. We encourage you to use caution when sharing your information online and to choose strong passwords, change them regularly, and use different passwords for different accounts.

We retain your information for as long as necessary to fulfill the purposes for which we collected it, unless a longer retention period is required or permitted by law. We may also retain your information for backup, archival, audit, or legal purposes, or to comply with our obligations and enforce our rights.

7. Links and Websites

Our website, app, and services may contain links to or from other websites, apps, or services that are not operated by us. We are not responsible for the content, privacy practices, or security of these websites, apps, or services. We encourage you to review the privacy policies of any third-party websites, apps, or services that you visit or interact with.

8. Your Choices & Controls

You have certain choices and controls over your information and how we use it. You can:

- Access, update, correct, or delete your personal information by logging into your account or contacting us;
- Opt out of receiving promotional emails, texts, or other communications from us by following the instructions in those messages or contacting us;
- Manage your cookie preferences through your browser settings or by opting out of certain cookies on our website;
- Limit or restrict the sharing of your information with third parties for marketing or promotional purposes by contacting us;
- Request a copy of your personal information that we hold or transfer it to another service provider by contacting us;
- Withdraw your consent to our use of your information at any time, subject to legal or contractual restrictions and reasonable notice, by contacting us;
- File a complaint with us or the relevant data protection authority if you have any concerns about our privacy practices or the way we handle your information.

Please note that some of these choices and controls may not be available or applicable in your jurisdiction, depending on the applicable laws and regulations. We will respond to your requests as soon as reasonably practicable and in accordance with the applicable laws and regulations.

How Do We Share Your Mobile Information?

No mobile information will be obtained from and/or shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. You can always decline or stop receiving messages by responding "STOP" at any time. For more information, reply 'HELP'. Message and data rates may apply. Message frequency varies.

Contact Us

If you have any questions or comments about this privacy policy or our privacy practices, please contact us at:

Privacy Officer

Email: privacy@telligens.com

Address: 17777 Center Ct Dr N, Ste 600, Cerritos, CA 90703