

# SmartRICA Privacy Policy

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## Privacy Policy

Our Privacy Policy was last updated on 03/03/2022.

This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You.

We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

## Interpretation and Definitions

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Privacy Policy:

- **"Account"** means a unique account created for You to access our Service or parts of our Service.
- **"Application"** means the software program provided by the Company downloaded by You on any electronic device, named SmartRICA.
- **"Company"** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Smartcall.
- **"Country"** refers to South Africa.
- **"Cookies"** are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.
- **"Device"** means any device that can access the Service such as a computer, a cell phone or a digital tablet.
- **"Mobile App Data"** is any information that relates to an identified or identifiable individual.
- **"Service"** refers to the Mobile App.

- **"Service Provider"** means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.
- **"Usage Data"** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).
- **"You"** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

## Collecting and Using Your Mobile App Data

### Types of Data Collected

#### Mobile App Data

While using Our Service, We ask you to provide the below information :

- Your Smartcall user cell phone number
- Your Smartcall user password

#### Usage Data

Usage Data is collected automatically when using the Service.

When You access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, Your mobile device unique ID, Your mobile operating system, unique device identifiers and other diagnostic data.

## Use of Your Mobile App Data

The Company uses your mobile app data for the following purposes:

- **To provide and maintain our Service**, including to monitor the usage of our Service.
- **To manage Your Employee Account:** to manage Your registration as an employee of The Company

We do not share your mobile app data with anyone.

## Retention of Your Mobile App Data

The Company will retain Your Mobile App Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Mobile App Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

## Transfer of Your Mobile App Data

Your information, including Mobile App Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Mobile App Data will take place to an organization or a country unless there are adequate controls in place including the security of Your data and other personal information.

## Disclosure of Your Mobile App Data

### Business Transactions

If the Company is involved in a merger, acquisition or asset sale, Your Mobile App Data may be transferred. We will provide notice before Your Mobile App Data is transferred and becomes subject to a different Privacy Policy.

### Law enforcement

Under certain circumstances, the Company may be required to disclose Your Mobile App Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

### Other legal requirements

The Company may disclose Your Mobile App Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

## Security of Your Mobile App Data

The security of Your Mobile App Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Mobile App Data, We cannot guarantee its absolute security.

## 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 Mobile App Data, please contact Us. If We become aware that We have collected Mobile App Data from anyone under the age of 13 without verification of parental consent, We take steps to remove that information from Our servers.

If We need to rely on consent as a legal basis for processing Your information and Your country requires consent from a parent, We may require Your parent's consent before We collect and use that information.

## Links to Other Websites

Our Service does not contain links to other websites that are not operated by Us.

## Changes to this Privacy Policy

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page.

We will let You know via email and/or a prominent notice on Our Service, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## Contact Us

If you have any questions about this Privacy Policy, You can contact us:

- By visiting this page on our website: <https://www.smartcall.co.za/contact-us/>
- By sending us an email: [support@smartcall.co.za](mailto:support@smartcall.co.za)