**Privacy policy**

This Privacy Policy is designed to help you understand how Alamedo, SL (Alamedo) uses and protects the information you provide while using Alamedo's websites and/or products and services.

By using Alamedo's services and products or by providing personal information to Alamedo, you agree to the terms and conditions of this Privacy Policy and authorize Alamedo to collect, use, store, share and disclose your personal information on the terms expressed below. If you do not agree to the terms and conditions herein, do not use or access Alamedo's websites and services.

**Personal and other users' information used by Alamedo**

If you create an account on Alamedo's websites or otherwise use Alamedo's services and/or products, we may collect the following information about you:

* Contact information (first name, last name, address, phone number (fax), cell phone number, email address, company name, department, position).
* Electronic identification data (IP address, cookies, etc.)
* Products or services ordered and delivered.
* Correspondence between you and Alamedo.
* Information regarding your general geographic location derived from your IP address (e.g., your city, state, region). To provide any location-based functionality, Alamedo may recognize your device and collect, use and share precise location data, including the real-time geographic location of your mobile device.
* Information in connection with social networks (ID, email address, photo).

**How Alamedo collects data**

We collect the above categories of personal data in the following ways:

* We collect data you provide to us (when creating an account, submitting an inquiry, requesting a proposal, etc.).
* We receive your personal data from our partners and other companies involved in facilitating your purchase of Alamedo services and/or products (from our distributors, payment providers, companies that purchase products/services on your behalf and/or in your interest)
* When you use our website or mobile applications, we collect information through cookies and similar technologies
* Depending on your social network settings, we may receive information from your social network provider.

**Purposes and legal basis for the use of personal information by Alamedo**

The main purpose of collecting personal and other user data is to provide you with safe, smooth, efficient and personalized maintenance services. Alamedo collects and uses personal data related to you as permitted or necessary to:

* provide technical support, customer assistance and troubleshoot problems
* inform you about service/product updates and bugs, including email newsletters, audience segmentation, personalized offers, etc.
* request feedback or participation in online surveys regarding Alamedo's software products and services
* resolve disputes
* verify your identity
* conduct statistical research to customize, estimate and improve Alamedo's software products, services and websites
* organize and conduct Alamedo's marketing or promotional campaigns/offers, contests, games and similar events
* protect your interests and those of Alamedo, in particular to enforce Alamedo's terms of service and to fight against fraud.

We collect, use and store your personal data for the performance of the contract (to provide you with products and/or services), to comply with legal obligations to which we are subject, if necessary for our legitimate interests or the interests of a third party (applicable to the European Economic Area) or on the basis of your consent.

You may withdraw your consent at any time by following the specific instructions or by sending a request to support@alamedo.biz in relation to the processing for which you gave your consent. For example, by clicking on the unsubscribe link, submitting a request to cancel your account, adjusting your communication preferences in your account (if available) or changing your smartphone settings (for location data). You may also contact us to withdraw your consent (see "Your Rights" below).

If you refuse to provide the personal data we need for the performance of the contract or the fulfillment of a legal obligation, we may not be able to provide you with all or part of the products/services you have requested from us.

**Disclosure of your personal data**

Except as provided below, Alamedo will not sell, rent, trade or otherwise transfer any personal data or content of communications to any third party without your explicit permission, unless compelled by applicable law or order of the competent authorities. Alamedo may disclose personal information to respond to legal requirements, to protect the interests of Alamedo, to enforce our policies or to protect the rights, property or safety of any person. As Alamedo continues to develop its business, it may from time to time sell or buy subsidiaries or business units. In such transactions, as well as in the event that Alamedo or substantially all of its assets are acquired by a third party, personal and other information of Alamedo users will generally be part of the transferred business assets. Alamedo reserves the right to include your information, collected as an asset, in any such transfer to third parties.

In any other case, without prior notice, Alamedo may share your personal information with third parties only in the following circumstances:

* We may disclose or share your personal information with our licensees, licensees, service providers, contractors or agents for the sole purpose of providing the product and/or service you requested or ordered. Alamedo requires these third parties to comply with all relevant data protection laws and security requirements in relation to your personal information, by written agreement.
* We may provide your personal information to our affiliates or related companies for legitimate business purposes.

**Your Rights**

In accordance with applicable protection laws you are granted the rights, which include, but are not limited to:

* Right of access. Your user profile is the information you provide to us when you register and that appears in your personal account on Alamedo product websites and Alamedo software products. You can also ask us if we process any of your personal data and, if so, receive access to that data in the form of a copy. In responding to an access request, we will also provide you with additional information, such as the purposes of the processing, the categories of personal data concerned, as well as any other information necessary for you to exercise the essence of this right.
* Right of rectification. You have the right to have your data rectified if it is inaccurate or incomplete. Upon request, we will correct inaccurate personal data about you and, taking into account the purposes of the processing, we will complete incomplete personal data, which may include the provision of a supplementary statement.
* Right to erasure. You also have the right to have your personal data erased by us and, where possible, by any other data controller to whom we have previously disclosed your data. You may submit a request for erasure of your data by clicking on "Terminate my account" in your personal account on Alamedo's product websites. Due to the way we maintain certain services, it may take some time before backups are deleted.
* Right to restriction of processing. You have the right to obtain the restriction of the processing of your personal data, which means that we suspend the processing of your data for a certain period of time.
* Right to data portability. Your right to data portability means that you can ask us to provide you with your personal data in a structured, commonly used and machine-readable format and have such data transmitted directly to another data controller, where technically feasible. You can download your user profile by clicking on "Download my profile data".
* Right to object. You also have the right to object to the processing of your personal data, which means that you can ask us to stop processing your personal data. This only applies if "legitimate interests" (including profiling) are the legal basis for the processing.

At any time and free of charge you can object to direct marketing purposes in case your personal data is processed for such purposes by clicking on the unsubscribe link. In case you exercise this right, we will stop processing your personal data for such purposes.

There may be situations where we are entitled to deny or restrict your rights as described above. In any case, we will carefully assess whether such an exemption applies and will inform you accordingly. We may also, for example, deny your request for access where necessary to protect the rights and freedoms of others or refuse to delete your personal data where the processing of your personal data is necessary to comply with legal obligations. The right to data portability, for example, does not apply in case the personal data was not provided by you or if we process the data not on the basis of your consent or for the performance of a contract.

When you want to exercise your rights, simply send your request to support@alamedo.biz. You can also contact us at the following address:

Alamedo, SL

45 Av. Dr. Mitjavila, 4 2

Andorra la Vella, AD500, Andorra

You can also contact us if you have any questions, comments or complaints regarding this privacy policy. However, if you have unresolved concerns, you also have the right to file a complaint with the appropriate supervisory authority, in accordance with applicable law.

**International transfer of your personal data**

We may transfer your personal data to countries other than your country of residence (including countries outside the European Economic Area) in accordance with applicable law. The transfer of personal data collected within the EU or Switzerland to the United States is carried out in accordance with the EU-US and Switzerland-US Privacy Shield. In particular, personal data is transferred to services that are self-certified under the Privacy Shield and thus ensure an adequate level of protection of such transferred data. Personal data may be transferred from the EU or Switzerland to the US to services that are not, or are no longer, part of the Privacy Shield only on the basis of other valid legal grounds.

In other cases, we will ensure that there is a legal basis for the international transfer of your personal information and that adequate safeguards are in place to meet the requirements of such transfer in accordance with applicable privacy laws. For transfers of personal data outside the European Economic Area, we may also use Commission-approved standard contractual clauses as safeguards.

We may also be required to disclose your personal data to foreign public or governmental authorities.

**Children's personal information**

We do not knowingly collect any personal information from children. If you have reason to believe that a child has provided us with personal information, please contact us at support@alamedo.biz, and we will use commercially reasonable efforts to delete that information.

**Linked Websites and Third-Party Applications**

Alamedo's websites may contain links that allow you to leave Alamedo's website and access other websites. These linked websites are not under the control of Alamedo and, as such, may have a different Privacy Policy. The Privacy Policy applies only to personal and other information acquired on the websites or during your use of Alamedo software products and/or your relationship with Alamedo, so Alamedo strongly recommends to be careful when posting any information online. Alamedo accepts no responsibility for these other websites.

**Privacy of your personal information**

Alamedo will take appropriate organizational and technical measures to protect the data provided or collected with due observance of the obligations and exceptions applicable under the relevant legislation. Your personal and user profile data may only be accessed by authorized employees or consultants of Alamedo or Alamedo group entities concerned who need access to this data in order to perform their duties.

Contacting you

Alamedo may from time to time ask you to provide information about your user experience, which will be used to estimate the usability of Alamedo's software products and thereby improve and enhance Alamedo's products and services only. You are at no time under any obligation to provide such data. Any information voluntarily submitted in feedback forms posted on the website, or in any survey in which you have agreed to participate, will be used for informational purposes to further improve Alamedo's software products, websites and services.

Alamedo may also use e-mail or other electronic communication, or Alamedo software to keep you timely informed about Alamedo software products you have purchased and/or to send you Alamedo newsletters, special offers, tutorials and other information related to Alamedo. You may unsubscribe from Alamedo emails and promotional messages by clicking on the "unsubscribe" link in the email received or on your account page on the Alamedo websites. By unsubscribing, you will continue to receive automatic messages related to product licensing, maintenance and subscription.

**Modification of the privacy policy**

Alamedo reserves the right to modify the provisions of this Privacy Policy (including list of Alamedo websites) if it deems necessary. We will inform you of these changes by e-mail notification (if available) and by posting the revised Privacy Policy on the Alamedo websites. The revised Privacy Policy will become effective immediately upon posting of the revised version. You agree that the express acceptance by you, or your continued use of Alamedo services, and / or websites after the publication of the revised Privacy Policy, will constitute your acceptance of the Privacy Policy.

**Retention time of your personal data in Alamedo**

Alamedo will retain your personal information for as long as necessary to: (1) fulfill any of the purposes or tasks of Alamedo (as defined in Article 2 of this Privacy Policy) or (2) comply with applicable law, regulatory requests and relevant orders of competent courts.

List of Alamedo websites

<http://www.alamedo.biz>

<https://queydonde.alamedo.biz/>

and other websites related to the company Alamedo.

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