

PRIVACY POLICY

Effective Date: 10/01/2024

Introduction

Welcome to the Privacy Policy of Cloud PBX Solutions FZ-LLC, a registered entity in Dubai, United Arab Emirates, COMMERCIAL BUILDING 5, DUBAI MEDIA CITY

This document outlines our commitment to safeguarding your privacy and governs the collection, processing, and protection of your personal data.

Controller and Processor

For individual clients, we act as the controller under the European Data Protection Regulation (GDPR). When serving legal entities, we process Customer Data as a Processor on behalf of our clients.

Description of Services

Cloud PBX Solutions FZE offers a unified cloud communications platform, providing call processing, recording, data collection, conference calls, and call tracking services.

Information

"Information" refers to any data that can identify you, such as your name, company details, physical address, email, and phone number. While the disclosure of personal information is voluntary, it is essential for us to deliver our services.

Processing of Personal Data by Means of Cookies

We employ cookies to enhance the functionality of our website, adapting to usage patterns and obtaining user activity statistics. Cookies include session, persistent, tracking, and third-party cookies. Users can manage cookie preferences through browser settings.

How We Obtain Information

Information is sourced directly from you, such as survey responses or account creation, and automatically through cookies when you visit our website. Usage of our services generates additional data, including call or messaging logs.

How We Use the Information

Information is used to enhance our services, respond to inquiries, assist with problem resolution, prevent fraud, comply with regulations, and facilitate proper billing.

Legal Basis to Process Information

We process personal data based on contractual necessity, legitimate interests, legal obligations, and consent.

Sharing of Information

Information is shared with express permission, among affiliates, and with non-affiliated third parties for routine business purposes. Disclosures may occur in response to legal requirements or as part of business transfers.

Security of Information

We implement physical, procedural, and technical safeguards to protect information from unauthorized access. While we follow industry standards, absolute security cannot be guaranteed.

Your Rights

Data subjects have rights to access, modify, delete, or transfer their personal data. Additionally, the right to object to processing and withdraw consent is respected.

Data Storage

Personal data is retained for the necessary duration based on contracts, legitimate interests, or legal requirements. We disclaim liability for unauthorized access or data loss beyond our control.

Opting Out of Information Sharing

Users can opt-out of certain information sharing practices by contacting us at gdpr@digitaltide.io.

Dispute Resolution

For privacy-related disputes, contact us at gdpr@digitaltide.io.

Updates to Our Privacy Policy

We may update our Privacy Policy at our discretion. Users are responsible for reviewing changes, and continued use of our services constitutes acceptance.

Children's Privacy

Access to our services is limited to individuals aged 18 and above. Information is not knowingly collected from users under 18.

Contact Us

For further inquiries, contact us at gdpr@digitaltide.io.