**Terms**

General Terms:

1.Terms of Service:

THIS IS AN AGREEMENT BETWEEN YOU OR THE ENTITY THAT YOU REPRESENT (HEREINAFTER “YOU” or “YOUR”) AND THE APPLICABLE ISAS SYSTEMS CONTRACTING ENTITY LISTED [HERE](https://www.zoho.com/legal/zoho-contracting-entities.html) (HEREINAFTER “ISAS SYSTEMS) GOVERNING YOUR USE OF ZOHO SUITE OF ONLINE BUSINESS PRODUCTIVITY AND COLLABORATION SOFTWARE.

### **Parts of this Agreement**

This Agreement consists of the following terms and conditions (hereinafter the “General Terms”) and terms and conditions, if any, specific to use of individual Services (hereinafter the “Service Specific Terms”). In the event of a conflict between the General Terms and Service Specific Terms, the Service Specific Terms shall prevail.

### **Acceptance of the Agreement**

You must be of legal age to enter into a binding agreement in order to accept the Agreement. If you do not agree to the General Terms, do not use any of our Services. If you agree to the General Terms and do not agree to any Service Specific Terms, do not use the corresponding Service. You can accept the Agreement by checking a checkbox or clicking on a button indicating your acceptance of the Agreement or by actually using the Services.

### **Description of Service**

We provide cloud software and applications for businesses, including associated offline and mobile applications ("Service" or "Services"). You may use the Services for your personal and business use or for internal business purpose in the organization that you represent. You may connect to the Services using any Internet browser supported by the Services. You are responsible for obtaining access to the Internet and the equipment necessary to use the Services. You can create and edit content with your user account and if you choose to do so, you can publish and share such content.

### **Beta Service**

We may offer certain Services as closed or open beta services ("Beta Service" or “Beta Services”) for the purpose of testing and evaluation. You agree that we have the sole authority and discretion to determine the period of time for testing and evaluation of Beta Services. We will be the sole judge of the success of such testing and the decision, if any, to offer the Beta Services as commercial services. You will be under no obligation to acquire a subscription to use any paid Service as a result of your subscription to any Beta Service. We reserve the right to fully or partially discontinue, at any time and from time to time, temporarily or permanently, any of the Beta Services with or without notice to you. You agree that ISAS SYSTEMS will not be liable to you or to any third party for any harm related to, arising out of, or caused by the modification, suspension or discontinuance of any of the Beta Services for any reason.

### **Free Trial**

If you register for a free trial of one or more Services, ISAS SYSTEMS will make the applicable Services available to you on a trial basis free of charge until the earlier of (i) the end of the free trial period of the applicable Services (unless terminated earlier by you), (ii) the start date of the paid subscription period for the applicable Services, or (iii) termination by ISAS SYSTEMS in its sole discretion. Any data that you enter into the Services, and any customizations made to the Services during the free trial will be permanently lost unless you (i) purchase the corresponding paid subscription plan for the account, (ii) purchase applicable Service upgrades, or (iii) export such data before the end of the trial period. Notwithstanding anything contained in this Section, Services are offered as-is during the free trial, without any warranty, covenant, support or liability whatsoever, to the extent permitted by law.

### **User Sign up Obligations**

You need to sign up for a user account by providing all required information in order to access or use the Services. If you represent an organization and wish to use the Services for corporate internal use, we recommend that you, and all other users from your organization, sign up for user accounts by providing your corporate contact information. In particular, we recommend that you use your corporate email address. You agree to: (i) provide true, accurate, current and complete information about yourself as prompted by the sign up process; and (ii) maintain and promptly update the information provided during sign up to keep it true, accurate, current, and complete. If you provide any information that is untrue, inaccurate, outdated, or incomplete, or if ISAS SYSTEMS has reasonable grounds to suspect that such information is untrue, inaccurate, outdated, or incomplete, ISAS SYSTEMS may terminate your user account and refuse current or future use of any or all of the Services.

### **Restrictions on Use**

In addition to all other terms and conditions of this Agreement, you shall not: (i) transfer the Services or otherwise make it available to any third party; (ii) provide any service based on the Services without prior written permission; (iii) allow user licenses to be shared or used by more than one individual other than by way of reassigning the user license to a new user; (iv) except as permitted under applicable law, attempt to disassemble, reverse engineer or decompile the Services; (v) use third party links to sites without agreeing to their website terms & conditions; (vi) post links to third party sites or use their logo, company name, etc. without their prior written permission; (vii) attempt to gain unauthorized access to the Services or its related systems or network; (viii) use the Services in any manner that could damage, disable, overburden, impair or harm any server, network, computer system, resource of ISAS SYSTEMS; (ix) use the Services to send or store material containing software viruses, worms or other harmful computer codes, files, scripts or programs; (x) use the Services in any manner that interferes with or disrupts the integrity, security or performance of the Services, its components and the data contained therein; (xi) create a false identity to mislead any person as to the identity or origin of any communication; (xii) host, display, upload, modify, publish, transmit, store, update or share any information that belongs to another person or entity and to which you do not have any right, including personal or confidential information of any person or entity with respect to which you do not have consent or permission from such person or entity; (xiii) use the Services for transmitting information that is false and untrue, and is written or published in any form, with the intent to mislead or harass a person, entity or agency for financial gain or to cause any injury to any person; (xiv) violate any applicable local, state, national or international law; (xv) use the Services for any form of competitive or benchmarking purposes; and (xvi) remove or obscure any proprietary or other notices contained in the Services.

### **Spamming and Illegal Activities**

You agree to be solely responsible for the contents of your transmissions through the Services. You agree not to use the Services for illegal purposes or for the transmission of material that is unlawful, defamatory, harassing, libellous, invasive of another's privacy, abusive, threatening, harmful, vulgar, pornographic, obscene, or is otherwise objectionable, offends religious sentiments, promotes racism, contains viruses or malicious code, or that which infringes or may infringe intellectual property or other rights of another. You agree not to use the Services for the transmission of "junk mail", "spam", "chain letters", “phishing” or unsolicited mass distribution of email. We reserve the right to terminate your access to the Services if there are reasonable grounds to believe that you have used the Services for any illegal or unauthorized activity.

### **Third Party Applications**

ISAS SYSTEMS Services integrate with many third party applications (hereinafter "Third Party Application(s)"). Access and use of the Third Party Applications may require acceptance of terms of service and privacy policies applicable to such Third Party Applications (hereinafter "Third Party Terms"). You are responsible for reading and understanding the Third Party Terms before accessing or using any Third Party Application. You acknowledge and agree that ISAS SYSTEMS is not liable for any Third Party Applications. While we will try to provide you with advance notice, whenever reasonably possible, you acknowledge and agree that ISAS SYSTEMS may, at any time and in our sole discretion, and without any notice to you, suspend, restrict or disable access to or remove from ISAS SYSTEMS Services, any Third Party Application, without any liability to you, including without limitation for any loss of profits, revenue, data, goodwill or other intangible losses.

### **Fees and Payments**

The Services are available under subscription plans of various durations. Payments for subscription plans of duration of less than a year can be made only by Credit Card. Your subscription will be automatically renewed at the end of each subscription period unless you downgrade your paid subscription plan to a free plan or inform us that you do not wish to renew the subscription. At the time of automatic renewal, the subscription fee will be charged to the Credit Card last used by you. We provide you the option of changing the details if you would like the payment for the renewal to be made through a different Credit Card. If you do not wish to renew the subscription, you must inform us at least seven days prior to the renewal date. If you have not downgraded to a free plan and if you have not informed us that you do not wish to renew the subscription, you will be presumed to have authorized ISAS SYSTEMS to charge the subscription fee to the Credit Card last used by you. Please click [here](https://help.zoho.com/portal/helpcenter/articles/what-is-your-refund-policy) to know about our Refund Policy.

From time to time, we may change the price of any Service or charge for use of Services that are currently available free of charge. Any increase in charges will not apply until the expiry of your then current billing cycle. You will not be charged for using any Service unless you have opted for a paid subscription plan.

In the event any tax such as GST, VAT, sales tax or the like is chargeable by ISAS SYSTEMS in accordance with any local, state, provincial or foreign laws with respect to your subscription to our Services ("Taxes"), ISAS SYSTEMS will invoice you for such Taxes. You agree to pay ISAS SYSTEMS such Taxes in addition to the subscription fees. ISAS SYSTEMS shall provide you with an invoice in the format prescribed by the applicable local, state, provincial or foreign laws to help you avail the applicable input tax credit for the Taxes so paid.

### **Organization Accounts and Administrators**

When you sign up for an account for your organization you may specify one or more administrators. The administrators will have the right to configure the Services based on your requirements and manage end users in your organization account. If your organization account is created and configured on your behalf by a third party, it is likely that such third party has assumed administrator role for your organization. Make sure that you enter into a suitable agreement with such third party specifying such party’s roles and restrictions as an administrator of your organization account.

You are responsible for (i) ensuring confidentiality of your organization account password, (ii) appointing competent individuals as administrators for managing your organization account, and (iii) ensuring that all activities that occur in connection with your organization account comply with this Agreement. You understand that ISAS SYSTEMS is not responsible for account administration and internal management of the Services for you.

You are responsible for taking necessary steps for ensuring that your organization does not lose control of the administrator accounts. You may specify a process to be followed for recovering control in the event of such loss of control of the administrator accounts by sending an email to [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com), provided that the process is acceptable to ISAS SYSTEMS. In the absence of any specified administrator account recovery process, ISAS SYSTEMS may provide control of an administrator account to an individual providing proof satisfactory to ISAS SYSTEMS demonstrating authorization to act on behalf of the organization. You agree not to hold ISAS SYSTEMS liable for the consequences of any action taken by ISAS SYSTEMS in good faith in this regard.

### **Personal Information and Privacy**

Personal information you provide to ISAS SYSTEMS through the Service is governed by [ISAS SYSTEMS Privacy Policy](https://www.zoho.com/privacy.html). Your election to use the Service indicates your acceptance of the terms of the [ISAS SYSTEMS Privacy Policy](https://www.zoho.com/privacy.html). You are responsible for maintaining confidentiality of your username, password and other sensitive information. You are responsible for all activities that occur in your user account and you agree to inform us immediately of any unauthorized use of your user account by email to [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

 or by calling us on any of the numbers listed on [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

. We are not responsible for any loss or damage to you or to any third party incurred as a result of any unauthorized access and/or use of your user account, or otherwise.

### **Communications from ISAS SYSTEMS**

The Service may include certain communications from ISAS SYSTEMS, such as service announcements, administrative messages and newsletters. You understand that these communications shall be considered part of using the Services. As part of our policy to provide you total privacy, we also provide you the option of opting out from receiving newsletters from us. However, you will not be able to opt-out from receiving service announcements and administrative messages.

### **Complaints**

If we receive a complaint from any person with respect to your activities as part of use of the Services, we will forward the complaint to the primary email address of your user account. You must respond to the complainant directly within 10 days of receiving the complaint forwarded by us and copy ISAS SYSTEMS in the communication. If you do not respond to the complainant within 10 days from the date of our email to you, we may disclose your name and contact information to the complainant for enabling the complainant to take legal action against you. You understand that your failure to respond to the forwarded complaint within the 10 days’ time limit will be construed as your consent to disclosure of your name and contact information by ISAS SYSTEMS to the complainant.

### **Inactive User Accounts Policy**

We reserve the right to terminate unpaid user accounts that are inactive for a continuous period of 120 days. In the event of such termination, all data associated with such user account will be deleted. We will provide you prior notice of such termination and option to back-up your data. The data deletion policy may be implemented with respect to any or all of the Services. Each Service will be considered an independent and separate service for the purpose of calculating the period of inactivity. In other words, activity in one of the Services is not sufficient to keep your user account in another Service active. In case of accounts with more than one user, if at least one of the users is active, the account will not be considered inactive.

### **Data Ownership**

We respect your right to ownership of content created or stored by you. You own the content created or stored by you. Unless specifically permitted by you, your use of the Services does not grant ISAS SYSTEMS the license to use, reproduce, adapt, modify, publish or distribute the content created by you or stored in your user account for ISAS SYSTEMS commercial, marketing or any similar purpose. But you grant ISAS SYSTEMS permission to access, copy, distribute, store, transmit, reformat, publicly display and publicly perform the content of your user account solely as required for the purpose of providing the Services to you.

### **Hosting Location**

The location of the cloud facility from which you are served depends on the mapping of your region/country to the available cloud facilities at the time of your sign-up. We may migrate your account or require you to migrate your account to a different cloud facility in the event of any updates to the region/country to cloud facility mapping at any point of time. You must not mask your internet protocol (IP) address at the time of sign-up since your region/country is determined based on your IP address. If, at any time, your actual region/country is found to be different from the region/country in our records, ISAS SYSTEMS may take appropriate action such as migrate your account or require you to migrate your account to the cloud facility corresponding to your region/country, or close your account and deny the Service to you. If you are served from a cloud facility outside your region/country and a ISAS SYSTEMS group entity has an office in your region/country, apart from storing the data in the cloud facility assigned to you, we may store a local copy of the data in your region/country.

### **User Generated Content**

You may transmit or publish content created by you using any of the Services or otherwise. However, you shall be solely responsible for such content and the consequences of its transmission or publication. Any content made public will be publicly accessible through the internet and may be crawled and indexed by search engines. You are responsible for ensuring that you do not accidentally make any private content publicly available. Any content that you may receive from other users of the Services, is provided to you AS IS for your information and personal use only and you agree not to use, copy, reproduce, distribute, transmit, broadcast, display, sell, license or otherwise exploit such content for any purpose, without the express written consent of the person who owns the rights to such content. In the course of using any of the Services, if you come across any content with copyright notice(s) or any copy protection feature(s), you agree not to remove such copyright notice(s) or disable such copy protection feature(s) as the case may be. By making any copyrighted/copyrightable content available on any of the Services you affirm that you have the consent, authorization or permission, as the case may be from every person who may claim any rights in such content to make such content available in such manner. Further, by making any content available in the manner aforementioned, you expressly agree that ISAS SYSTEMS will have the right to block access to or remove such content made available by you if ISAS SYSTEMS receives complaints concerning any illegality or infringement of third party rights in such content. By using any of the Services and transmitting or publishing any content using such Service, you expressly consent to determination of questions of illegality or infringement of third party rights in such content by the agent designated by ISAS SYSTEMS for this purpose.

For procedure relating to complaints of illegality or infringement of third party rights in content transmitted or published using the Services, click [here](https://www.zoho.com/ipr-complaints.html#complaint_procedure).

If you wish to protest any blocking or removal of content by ISAS SYSTEMS, you may do so in the manner provided [here](https://www.zoho.com/ipr-complaints.html#counter_notice_procedure).

### **Sample files and Applications**

ISAS SYSTEMS may provide sample files and applications for the purpose of demonstrating the possibility of using the Services effectively for specific purposes. The information contained in any such sample files and applications consists of random data. ISAS SYSTEMS makes no warranty, either express or implied, as to the accuracy, usefulness, completeness or reliability of the information or the sample files and applications.

### **Trademark**

' ISAS SYSTEMS ', ISAS SYSTEMS logo, the names of individual Services and their logos are trademarks of ISAS SYSTEMS Corporation Private Limited. You agree not to display or use, in any manner, the ISAS SYSTEMS trademarks, without ISAS SYSTEMS prior permission.

### **Disclaimer of Warranties**

YOU EXPRESSLY UNDERSTAND AND AGREE THAT THE USE OF THE SERVICES IS AT YOUR SOLE RISK. THE SERVICES ARE PROVIDED ON AN AS-IS-AND-AS-AVAILABLE BASIS. ISAS SYSTEMS EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ISAS SYSTEMS MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR FREE. USE OF ANY MATERIAL DOWNLOADED OR OBTAINED THROUGH THE USE OF THE SERVICES SHALL BE AT YOUR OWN DISCRETION AND RISK AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM, MOBILE TELEPHONE, WIRELESS DEVICE OR DATA THAT RESULTS FROM THE USE OF THE SERVICES OR THE DOWNLOAD OF ANY SUCH MATERIAL. NO ADVICE OR INFORMATION, WHETHER WRITTEN OR ORAL, OBTAINED BY YOU FROM ISAS SYSTEMS, ITS EMPLOYEES OR REPRESENTATIVES SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THE AGREEMENT.

### **Limitation of Liability**

YOU AGREE THAT ISAS SYSTEMS SHALL, IN NO EVENT, BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR OTHER LOSS OR DAMAGE WHATSOEVER OR FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, COMPUTER FAILURE, LOSS OF BUSINESS INFORMATION, OR OTHER LOSS ARISING OUT OF OR CAUSED BY YOUR USE OF OR INABILITY TO USE THE SERVICE, EVEN IF ISAS SYSTEMS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL ISAS SYSTEMS ENTIRE LIABILITY TO YOU IN RESPECT OF ANY SERVICE, WHETHER DIRECT OR INDIRECT, EXCEED ONE THOUSAND DOLLARS ($1000) OR THE FEES PAID BY YOU DURING THE TWELVE (12) MONTHS PRIOR TO THE FIRST EVENT GIVING RISE TO SUCH LIABILITY, WHICHEVER IS HIGHER.

### **Indemnification**

You agree to indemnify and hold harmless ISAS SYSTEMS, its officers, directors, employees, suppliers, and affiliates, from and against any losses, damages, fines and expenses (including attorney's fees and costs) arising out of or relating to any claims that you have used the Services in violation of another party's rights, in violation of any law, in violations of any provisions of the Agreement, or any other claim related to your use of the Services, except where such use is authorized by ISAS SYSTEMS.

### **Governing Law and Jurisdiction**

The governing law and jurisdiction that will apply in case of any dispute or lawsuit arising out of or in connection with this Agreement, will depend on your billing address if you are a paid customer and your state or country of domicile in all other cases. Accordingly, each party agrees to the governing law (without regard to choice or conflicts of law rules) and to the exclusive jurisdiction of the courts mentioned [herein](https://www.zoho.com/legal/zoho-contracting-entities.html) in case of any dispute or lawsuit arising out of or in connection with this Agreement .

### **Suspension and Termination**

We may suspend your user account or temporarily disable access to whole or part of any Service in the event of any suspected illegal activity, extended periods of inactivity or requests by law enforcement or other government agencies. Objections to suspension or disabling of user accounts should be made to [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

 within thirty days of being notified about the suspension. We may terminate a suspended or disabled user account after thirty days. We will also terminate your user account on your request.

In addition, we reserve the right to terminate your user account and deny the Services upon reasonable belief that you have violated the Agreement and to terminate your access to any Beta Service in case of unexpected technical issues or discontinuation of the Beta Service. You have the right to terminate your user account if ISAS SYSTEMS breaches its obligations under this Agreement and in such event, you will be entitled to prorated refund of any prepaid fees. Termination of user account will include denial of access to all Services, deletion of information in your user account such as your email address and password and deletion of all data in your user account.

### **Modification of Terms of Service**

We may modify this Agreement upon notice to you at any time through a service announcement or by sending email to your primary email address. If we make significant changes to the Agreement that affect your rights, you will be provided with at least 30 days advance notice of the changes by email to your primary email address. You may terminate your use of the Services by providing ISAS SYSTEMS notice by email within 30 days of being notified of the availability of the modified Agreement if the Agreement is modified in a manner that substantially affects your rights in connection with use of the Services. In the event of such termination, you will be entitled to prorated refund of the unused portion of any prepaid fees. Your continued use of the Service after the effective date of any change to the Agreement will be deemed to be your agreement to the modified Agreement.

### **End Of Terms Of Service**

If you have any questions or concerns regarding this Agreement, please contact us at [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

.

2.Terms of Service - India:

THIS IS AN AGREEMENT BETWEEN YOU OR THE ENTITY THAT YOU REPRESENT ( HEREINAFTER “YOU” or “YOUR”) AND ZOHO CORPORATION PRIVATE LIMITED (HEREINAFTER “ZOHO”) GOVERNING YOUR USE OF ZOHO SUITE OF ONLINE BUSINESS PRODUCTIVITY AND COLLABORATION SOFTWARE IF YOU ARE BASED IN INDIA. IF YOU ARE NOT BASED IN INDIA, OUR [GLOBAL TERMS OF SERVICE](https://www.zoho.com/terms.html?zredirect=f) WILL APPLY.

### **Parts of this Agreement**

This Agreement consists of the following terms and conditions (hereinafter the “General Terms”) and terms and conditions, if any, specific to use of individual Services (hereinafter the “Service Specific Terms”). In the event of a conflict between the General Terms and Service Specific Terms, the Service Specific Terms shall prevail.

### **Acceptance of the Agreement**

You must be of legal age to enter into a binding agreement in order to accept the Agreement . If you do not agree to the General Terms, do not use any of our Services. If you agree to the General Terms and do not agree to any Service Specific Terms, do not use the corresponding Service. You can accept the Agreement by checking a checkbox or clicking on a button indicating your acceptance of the Agreement or by actually using the Services.

### **Description of Service**

We provide cloud software and applications for businesses, including associated offline and mobile applications ("Service" or "Services"). You may use the Services for your personal and business use or for internal business purpose in the organization that you represent. You may connect to the Services using any Internet browser supported by the Services. You are responsible for obtaining access to the Internet and the equipment necessary to use the Services. You can create and edit content with your user account and if you choose to do so, you can publish and share such content.

### **Beta Service**

We may offer certain Services as closed or open beta services ("Beta Service" or “Beta Services”) for the purpose of testing and evaluation. You agree that we have the sole authority and discretion to determine the period of time for testing and evaluation of Beta Services. We will be the sole judge of the success of such testing and the decision, if any, to offer the Beta Services as commercial services. You will be under no obligation to acquire a subscription to use any paid Service as a result of your subscription to any Beta Service. We reserve the right to fully or partially discontinue, at any time and from time to time, temporarily or permanently, any of the Beta Services with or without notice to you. You agree that ISAS SYSTEMS will not be liable to you or to any third party for any harm related to, arising out of, or caused by the modification, suspension or discontinuance of any of the Beta Services for any reason.

### **Free Trial**

If you register for a free trial of one or more Services, ISAS SYSTEMS will make the applicable Services available to you on a trial basis free of charge until the earlier of (i) the end of the free trial period of the applicable Services (unless terminated earlier by you), (ii) the start date of the paid subscription period for the applicable Services, or (iii) termination by ISAS SYSTEMS in its sole discretion. Any data that you enter into the Services, and any customizations made to the Services during the free trial will be permanently lost unless you (i) purchase the corresponding paid subscription plan for the account, (ii) purchase applicable Service upgrades, or (iii) export such data before the end of the trial period. Notwithstanding anything contained in this Section, Services are offered as-is during the free trial, without any warranty, covenant, support or liability whatsoever, to the extent permitted by law.

### **User Sign up Obligations**

You need to sign up for a user account by providing all required information in order to access or use the Services. If you represent an organization and wish to use the Services for corporate internal use, we recommend that you, and all other users from your organization, sign up for user accounts by providing your corporate contact information. In particular, we recommend that you use your corporate email address. You agree to: (i) provide true, accurate, current and complete information about yourself as prompted by the sign up process; and (ii) maintain and promptly update the information provided during sign up to keep it true, accurate, current, and complete. If you provide any information that is untrue, inaccurate, outdated, or incomplete, or if ISAS SYSTEMS has reasonable grounds to suspect that such information is untrue, inaccurate, outdated, or incomplete, ISAS SYSTEMS may terminate your user account and refuse current or future use of any or all of the Services.

### **Restrictions on Use**

In addition to all other terms and conditions of this Agreement, you shall not: (i) transfer the Services or otherwise make it available to any third party; (ii) provide any service based on the Services without prior written permission; (iii) allow user licenses to be shared or used by more than one individual other than by way of reassigning the user license to a new user; (iv) except as permitted under applicable law, attempt to disassemble, reverse engineer or decompile the Services; (v) use the third party links to sites without agreeing to their website terms & conditions; (vi) post links to third party sites or use their logo, company name, etc. without their prior written permission; (vii) attempt to gain unauthorized access to the Services or its related systems or network; (viii) use the Services in any manner that could damage, disable, overburden, impair or harm any server, network, computer system, resource of ISAS SYSTEMS; (ix) use the Services to send or store material containing software viruses, worms or other harmful computer codes, files, scripts or programs; (x) use the Services in any manner that interferes with or disrupts the integrity, security or performance of the Services, its components and the data contained therein; (xi) host, display, upload, modify, publish, transmit, store, update or share any information that belongs to another person or entity and to which you do not have any right, including personal or confidential information of any person or entity with respect to which you do not have consent or permission from such person or entity; ( xii) violate any applicable local, state, national or international law; (xiii) use the Services for any form of competitive or benchmarking purposes; and (xiv) remove or obscure any proprietary or other notices contained in the Services; (xv) use our Services in any manner that threatens the unity, integrity, defence, security or sovereignty of India, friendly relations of India with other countries, or public order, or causes incitement to the commission of any cognisable offence or prevents investigation of any offence or is insulting other countries; (xvi) create a false identity to mislead any person as to the identity or origin of any communication; (xvii) use the services for transmitting information that is patently false and untrue, and is written or published in any form, with the intent to mislead or harass a person, entity or agency for financial gain or to cause any injury to any person; or (xviii) use the services in a manner that relates to or encourages any activity prohibited by law in India.

### **Spamming and Illegal Activities**

You agree to be solely responsible for the contents of your transmissions through the Services. You agree not to use the Services for illegal purposes or for the transmission of material that is unlawful, defamatory, insulting, harassing, libelous, invasive of another's privacy (including bodily privacy), abusive, threatening, harmful, vulgar, pornographic, paedophilic, harmful to children, obscene, racially or ethnically objectionable, or is otherwise objectionable, offends religious sentiments, promotes racism, contains viruses or malicious code, or that which infringes or may infringe intellectual property or other rights of another. You agree not to use the Services for the transmission of "junk mail", "spam", "chain letters", “phishing” or unsolicited mass distribution of email. We reserve the right to terminate your access to the Services if there are reasonable grounds to believe that you have used the Services for any illegal or unauthorized activity.

### **Third Party Applications**

ISAS SYSTEMS Services integrate with many third party applications (hereinafter "Third Party Application(s)"). Access and use of the Third Party Applications may require acceptance of terms of service and privacy policies applicable to such Third Party Applications (hereinafter "Third Party Terms"). You are responsible for reading and understanding the Third Party Terms before accessing or using any Third Party Application. You acknowledge and agree that ISAS SYSTEMS is not liable for any Third Party Applications. While we will try to provide you with advance notice, whenever reasonably possible, you acknowledge and agree that ISAS SYSTEMS may, at any time and in our sole discretion, and without any notice to you, suspend, restrict or disable access to or remove from ISAS SYSTEMS Services, any Third Party Application, without any liability to you, including without limitation for any loss of profits, revenue, data, goodwill or other intangible losses.

### **Fees and Payments**

The Services are available under subscription plans of various durations. Payments for subscription plans of duration of less than a year can be made only by Credit Card. Your subscription will be automatically renewed at the end of each subscription period unless you downgrade your paid subscription plan to a free plan or inform us that you do not wish to renew the subscription. At the time of automatic renewal, the subscription fee will be charged to the Credit Card last used by you. We provide you the option of changing the details if you would like the payment for the renewal to be made through a different Credit Card. If you do not wish to renew the subscription, you must inform us at least seven days prior to the renewal date. If you have not downgraded to a free plan and if you have not informed us that you do not wish to renew the subscription, you will be presumed to have authorized ISAS SYSTEMS to charge the subscription fee to the Credit Card last used by you. Please click [here](https://help.zoho.com/portal/helpcenter/articles/what-is-your-refund-policy) to know about our Refund Policy.

From time to time, we may change the price of any Service or charge for use of Services that are currently available free of charge. Any increase in charges will not apply until the expiry of your then current billing cycle. You will not be charged for using any Service unless you have opted for a paid subscription plan.

In the event any tax such as GST, VAT, sales tax or the like is chargeable by ISAS SYSTEMS in accordance with any local, state, provincial or foreign laws with respect to your subscription to our Services ("Taxes"), ISAS SYSTEMS will invoice you for such Taxes. You agree to pay ISAS SYSTEMS such Taxes in addition to the subscription fees. ISAS SYSTEMS shall provide you with an invoice in the format prescribed by the applicable local, state, provincial or foreign laws to help you avail the applicable input tax credit for the Taxes so paid.

### **Organization Accounts and Administrators**

When you sign up for an account for your organization you may specify one or more administrators. The administrators will have the right to configure the Services based on your requirements and manage end users in your organization account. If your organization account is created and configured on your behalf by a third party, it is likely that such third party has assumed administrator role for your organization. Make sure that you enter into a suitable agreement with such third party specifying such party’s roles and restrictions as an administrator of your organization account.

You are responsible for (i) ensuring confidentiality of your organization account password, (ii) appointing competent individuals as administrators for managing your organization account, and (iii) ensuring that all activities that occur in connection with your organization account comply with this Agreement. You understand that ISAS SYSTEMS is not responsible for account administration and internal management of the Services for you.

You are responsible for taking necessary steps for ensuring that your organization does not lose control of the administrator accounts. You may specify a process to be followed for recovering control in the event of such loss of control of the administrator accounts by sending an email to [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

, provided that the process is acceptable to ISAS SYSTEMS. In the absence of any specified administrator account recovery process, ISAS SYSTEMS may provide control of an administrator account to an individual providing proof satisfactory to ISAS SYSTEMS demonstrating authorization to act on behalf of the organization. You agree not to hold ISAS SYSTEMS liable for the consequences of any action taken by ISAS SYSTEMS in good faith in this regard.

### **Personal Information and Privacy**

Personal information you provide to ISAS SYSTEMS through the Service is governed by [ISAS SYSTEMS Privacy Policy](https://www.zoho.com/privacy.html). Your election to use the Service indicates your acceptance of the terms of the [ISAS SYSTEMS Privacy Policy](https://www.zoho.com/privacy.html). You are responsible for maintaining confidentiality of your username, password and other sensitive information. You are responsible for all activities that occur in your user account and you agree to inform us immediately of any unauthorized use of your user account by email to [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

 or by calling us on any of the numbers listed on [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

. We are not responsible for any loss or damage to you or to any third party incurred as a result of any unauthorized access and/or use of your user account, or otherwise.

### **Communications from ISAS SYSTEMS**

The Service may include certain communications from ISAS SYSTEMS, such as service announcements, administrative messages and newsletters. You understand that these communications shall be considered part of using the Services. As part of our policy to provide you total privacy, we also provide you the option of opting out from receiving newsletters from us. However, you will not be able to opt-out from receiving service announcements and administrative messages.

### **Complaints**

If we receive a complaint from any person with respect to your activities as part of use of the Services (other than where the grievance redressal mechanism provided under the head "Grievance Redressal" applies), we will forward the complaint to the primary email address of your user account. You must respond to the complainant directly within 10 days of receiving the complaint forwarded by us and copy ISAS SYSTEMS in the communication. If you do not respond to the complainant within 10 days from the date of our email to you, we may disclose your name and contact information to the complainant for enabling the complainant to take legal action against you. You understand that your failure to respond to the forwarded complaint within the 10 days’ time limit will be construed as your consent to disclosure of your name and contact information by ISAS SYSTEMS to the complainant.

### **Grievance Redressal**

In case of any grievance, the term as defined under Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules 2021, our Grievance Officer, Sreedharan K.S., can be contacted by sending an email to [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

 or by phone at 18004196703.

### **Inactive User Accounts Policy**

We reserve the right to terminate unpaid user accounts that are inactive for a continuous period of 120 days. In the event of such termination, all data associated with such user account will be deleted. We will provide you prior notice of such termination and option to back-up your data. The data deletion policy may be implemented with respect to any or all of the Services. Each Service will be considered an independent and separate service for the purpose of calculating the period of inactivity. In other words, activity in one of the Services is not sufficient to keep your user account in another Service active. In case of accounts with more than one user, if at least one of the users is active, the account will not be considered inactive.

### **Hosting Location**

The location of the cloud facility from which you are served depends on the mapping of your region/country to the available cloud facilities at the time of your sign-up. We may migrate your account or require you to migrate your account to a different cloud facility in the event of any updates to the region/country to cloud facility mapping at any point of time. You must not mask your internet protocol (IP) address at the time of sign-up since your region/country is determined base on your IP address. If, at any time, your actual region/country is found to be different from the region/country in our records, ISAS SYSTEMS may take appropriate action such as migrate your account or require you to migrate your account to the cloud facility corresponding to your region/country, or close your account and deny the Service to you. If you are served from a cloud facility outside your region/country and a ISAS SYSTEMS group entity has an office in your region/country, apart from storing the data in the cloud facility assigned to you, we may store a local copy of the data in your region/country.

### **Data Ownership**

We respect your right to ownership of content created or stored by you. You own the content created or stored by you. Unless specifically permitted by you, your use of the Services does not grant ISAS SYSTEMS the license to use, reproduce, adapt, modify, publish or distribute the content created by you or stored in your user account for ISAS SYSTEMS commercial, marketing or any similar purpose. But you grant ISAS SYSTEMS permission to access, copy, distribute, store, transmit, reformat, publicly display and publicly perform the content of your user account solely as required for the purpose of providing the Services to you.

### **User Generated Content**

You may transmit or publish content created by you using any of the Services or otherwise. However, you shall be solely responsible for such content and the consequences of its transmission or publication. If you are a publisher of news and current affairs content as defined under Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules 2021, you shall furnish details to the Ministry of Information and Broadcasting as required by rule 18. Any content made public will be publicly accessible through the internet and may be crawled and indexed by search engines. You are responsible for ensuring that you do not accidentally make any private content publicly available. Any content that you may receive from other users of the Services, is provided to you AS IS for your information and personal use only and you agree not to use, copy, reproduce, distribute, transmit, broadcast, display, sell, license or otherwise exploit such content for any purpose, without the express written consent of the person who owns the rights to such content. In the course of using any of the Services, if you come across any content with copyright notice(s) or any copy protection feature(s), you agree not to remove such copyright notice(s) or disable such copy protection feature(s) as the case may be. By making any copyrighted/copyrightable content available on any of the Services you affirm that you have the consent, authorization or permission, as the case may be from every person who may claim any rights in such content to make such content available in such manner. Further, by making any content available in the manner aforementioned, you expressly agree that ISAS SYSTEMS will have the right to block access to or remove such content made available by you if ISAS SYSTEMS receives complaints concerning any illegality or infringement of third party rights in such content. By using any of the Services and transmitting or publishing any content using such Service, you expressly consent to determination of questions of illegality or infringement of third party rights in such content by the agent designated by ISAS SYSTEMS for this purpose.

For procedure relating to complaints of illegality or infringement of third party rights in content transmitted or published using the Services, click [here](https://www.zoho.com/en-in/ipr-complaints.html).

### **Sample files and Applications**

ISAS SYSTEMS may provide sample files and applications for the purpose of demonstrating the possibility of using the Services effectively for specific purposes. The information contained in any such sample files and applications consists of random data. ISAS SYSTEMS makes no warranty, either express or implied, as to the accuracy, usefulness, completeness or reliability of the information or the sample files and applications.

### **Trademark**

ISAS SYSTEMS, ISAS SYSTEMS logo, the names of individual Services and their logos are trademarks of ISAS SYSTEMS Corporation Private Limited. You agree not to display or use, in any manner, the ISAS SYSTEMS trademarks, without ISAS SYSTEMS prior permission.

### **Disclaimer of Warranties**

YOU EXPRESSLY UNDERSTAND AND AGREE THAT THE USE OF THE SERVICES IS AT YOUR SOLE RISK. THE SERVICES ARE PROVIDED ON AN AS-IS-AND-AS-AVAILABLE BASIS. ISAS SYSTEMS EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ISAS SYSTEMS MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR FREE. USE OF ANY MATERIAL DOWNLOADED OR OBTAINED THROUGH THE USE OF THE SERVICES SHALL BE AT YOUR OWN DISCRETION AND RISK AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM, MOBILE TELEPHONE, WIRELESS DEVICE OR DATA THAT RESULTS FROM THE USE OF THE SERVICES OR THE DOWNLOAD OF ANY SUCH MATERIAL. NO ADVICE OR INFORMATION, WHETHER WRITTEN OR ORAL, OBTAINED BY YOU FROM ISAS SYSTEMS, ITS EMPLOYEES OR REPRESENTATIVES SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THE AGREEMENT.

### **Limitation of Liability**

YOU AGREE THAT ISAS SYSTEMS SHALL, IN NO EVENT, BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR OTHER LOSS OR DAMAGE WHATSOEVER OR FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, COMPUTER FAILURE, LOSS OF BUSINESS INFORMATION, OR OTHER LOSS ARISING OUT OF OR CAUSED BY YOUR USE OF OR INABILITY TO USE THE SERVICE, EVEN IF ISAS SYSTEMS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL ISAS SYSTEMS ENTIRE LIABILITY TO YOU IN RESPECT OF ANY SERVICE, WHETHER DIRECT OR INDIRECT, EXCEED FIFTY THOUSAND RUPEES (₹ 50,000) OR THE FEES PAID BY YOU DURING THE TWELVE (12) MONTHS PRIOR TO THE FIRST EVENT GIVING RISE TO SUCH LIABILITY, WHICHEVER IS HIGHER.

### **Indemnification**

You agree to indemnify and hold harmless ISAS SYSTEMS, its officers, directors, employees, suppliers, and affiliates, from and against any losses, damages, fines and expenses (including attorney's fees and costs) arising out of or relating to any claims that you have used the Services in violation of another party's rights, in violation of any law, in violations of any provisions of the Agreement , or any other claim related to your use of the Services, except where such use is authorized by ISAS SYSTEMS.

### **Governing law and Jurisdiction**

Any controversy or claim arising out of or relating to the Terms shall be settled and adjudicated exclusively by the courts of Chennai in accordance with the laws of India without regard to conflict of law principles.

### **Suspension and Termination**

We may suspend your user account or temporarily disable access to whole or part of any Service in the event of any suspected illegal activity, extended periods of inactivity or requests by law enforcement or other government agencies. Objections to suspension or disabling of user accounts should be made to [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

 within thirty days of being notified about the suspension. We may terminate a suspended or disabled user account after thirty days. We will also terminate your user account on your request.

In addition, we reserve the right to terminate your user account and deny the Services upon reasonable belief that you have violated the Agreement and to terminate your access to any Beta Service in case of unexpected technical issues or discontinuation of the Beta Service. You have the right to terminate your user account if ISAS SYSTEMS breaches its obligations under this Agreement and in such event, you will be entitled to prorated refund of any prepaid fees. Termination of user account will include denial of access to all Services, deletion of information in your user account such as your email address and password and deletion of all data in your user account.

### **Modification of Terms of Service**

We may modify this Agreement upon notice to you at any time through a service announcement or by sending email to your primary email address. If we make significant changes to the Agreement that affect your rights, you will be provided with at least 30 days advance notice of the changes by email to your primary email address. You may terminate your use of the Services by providing ISAS SYSTEMS notice by email within 30 days of being notified of the availability of the modified Agreement if the Agreement is modified in a manner that substantially affects your rights in connection with use of the Services. In the event of such termination, you will be entitled to prorated refund of the unused portion of any prepaid fees. Your continued use of the Service after the effective date of any change to the Agreement will be deemed to be your agreement to the modified Agreement.

### **End Of Terms Of Service**

If you have any questions or concerns regarding this Agreement, please contact us at [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

.

Product Specific-Terms:

1.ISAS SYSTEMS Campaigns:

ISAS SYSTEMS Campaigns - Terms of Use

ISAS SYSTEMS CAMPAIGNS, A SERVICE THAT ALLOWS YOU TO CREATE, SEND AND MANAGE MARKETING EMAILS AND PROMOTIONAL SMS, IS PROVIDED TO YOU OR THE ENTITY THAT YOU REPRESENT (HEREINAFTER "YOU" OR "YOUR") BY ISAS SYSTEMS CORPORATION (HEREINAFTER " ISAS SYSTEMS "), ACCORDING TO THE FOLLOWING TERMS AND CONDITIONS (HEREINAFTER "TERMS") IN ADDITION TO ZOHO GENERAL TERMS OF SERVICE. USE OF ISAS SYSTEMS CAMPAIGNS SIGNIFIES YOUR ACCEPTANCE OF THE TERMS AND GENERAL ZOHO GENERAL TERMS OF SERVICE. IF YOU DO NOT AGREE TO THE TERMS, DO NOT PROCEED OR USE ISAS SYSTEMS CAMPAIGNS IN ANY MANNER.

### **The Service**

ISAS SYSTEMS Campaigns is a service that allows you to create and send marketing emails and promotional SMS as well as to manage the emails and promotional SMS sent by you. ISAS SYSTEMS Campaigns also allows you to build and manage your contact lists by embedding the subscription form, copying and pasting the form code in your website or by importing contacts from any Customer Relationship Management service/software or any other contact database.

### **Accessing ISAS SYSTEMS Campaigns**

ISAS SYSTEMS Campaigns is a part of ISAS SYSTEMS suite of online collaboration, business and productivity applications. You will be able to access ISAS SYSTEMS Campaigns by using your common account for all ISAS SYSTEMS Services (hereinafter “ISAS SYSTEMS Account”).

### **Accessing other ISAS Services**

Other ISAS SYSTEMS Services may be integrated with ISAS SYSTEMS Campaigns. Your ISAS SYSTEMS Account will also allow you to access all ISAS SYSTEMS Services even if such ISAS SYSTEMS Services are not integrated with ISAS SYSTEMS Campaigns. Use of some of these ISAS SYSTEMS Services may require acceptance of terms of service specific to such ISAS SYSTEMS Services (hereinafter “Service Specific Terms”). You must read, understand and accept the Service Specific Terms before using the corresponding ISAS SYSTEMS Service.

#### **Restrictions on Use**

By using ISAS SYSTEMS Campaigns, you agree that you will not send marketing emails and/or promotional SMS

* that infringe intellectual property rights or other proprietary rights of any party.
* that is defamatory, threatening, offensive, abusive, malicious or otherwise harmful to any party.
* that constitute or promote "hate speech" or is otherwise discriminatory or promote or incite hatred towards any person or group.
* that contain pornographic and/or obscene content.
* that impersonate any individual or entity.
* that create a load on ISAS SYSTEMS servers or abuse ISAS SYSTEMS bandwidth or interfere with
* that violate any applicable local, state, national or international laws.
* You will not send emails to promote/distribute or sell illegal and counterfeit products.
* to promote or sell pharmaceutical products, gambling services, e-cigarettes, etc.
* that contain any virus and malicious code which might disrupt, disable, harm, erase memory of, or otherwise impede operations, or functions of any software, hardware, wireless device, computer or any network of any party.
* that are considered as scamming activities such as pyramid scheme, multi-level marketing (MLM), affiliate marketing, search engine optimization (SEO) and click fraud.
* for conducting or forwarding any surveys, contests, charity requests or chain letters.
* that promote dangerous and illegal activities.
* that are related to cryptocurrency and related technology, including but not limited to virtual currency, initial coin offering and blockchain.
* that contain links to sites that are involved in any of the prohibited activities listed above.
* that will be used for providing any warning or notification about risk to the safety of person(s) or property (for example, emergency services).

#### **Anti-Spam Policy**

If you are sending marketing emails through ISAS SYSTEMS Campaigns ("Email Campaigns"), you shall comply with the requirements of ISAS SYSTEMS Anti Spam Policy and applicable local, state, national laws including but not limited to the CAN-SPAM Act or other similar laws regulating sending of commercial emails applicable to you. If you are sending promotional SMS through ISAS SYSTEMS Campaigns ("SMS Campaigns"), you shall comply with the (i) policies and guidelines of third party service providers such as network operators ("Service Providers"), including but not limited to applicable guidelines published by the Cellular Telecommunications Industry Association (CTIA), the Mobile Marketing Association and National Emergency Number Association; and (ii) applicable local, state, national or international laws including but not limited to the CAN-SPAM Act, TRAI, TCPA or other similar laws regulating the transmission of promotional bulk messages applicable to you.

In addition, you may send Email Campaigns and SMS Campaigns only to the contacts that you have obtained by acceptable means as listed below.

* If the contact had submitted his/her email address and/or mobile number as part of a download from your website or for the purchase of ordering/negotiating the purchase of a product or service from you.
* If the contact had subscribed to an email newsletter receive your marketing communications through email and/or SMS by filling a form on your website.
* If the contact has provided email address and/or mobile number as part of participation in any contest, event or survey conducted by you, provided that you have informed the contact that you would be sending marketing emails.
* If the contact has, while completing an online form, checked an opt-in check box indicating his/her willingness to receive your marketing communications through email and/or SMS, provided that the check box is unchecked by default and you have informed the contact that the nature of emails and/or SMS would be commercial.
* If the contact has given his/her business card and has expressed willingness to receive emails and/or SMS of a commercial nature. Willingness to receive emails and/or SMS of a commercial nature will be presumed where the business card was dropped in your booth at a trade show.
* If the contact was referred by your existing customers or subscribers to receive marketing communication through emails or SMS.

##### **You shall not send marketing emails and/or promotional SMS to any contact if:**

* You have bought, loaned, rented or acquired the contacts through any other means from a third party.
* You have not contacted a legitimately obtained contact in the last 2 years.
* You have obtained email addresses and/or mobile numbers by scraping or by copying and pasting email addresses from the internet.
* The contact has unsubscribed from receiving your marketing communications through email and/or SMS or has expressed his/her intention not to receive marketing emails and/or SMS from you.

#### **Consent**

You must have received an explicit consent from your contact before you start sending commercial emails and/or promotional SMS. The consent must have been provided separately through a conscious act by the contact. Consent not granted electronically will require written confirmation from the contacts.

#### **Email Campaigns**

In addition to the other terms, the following terms will govern your use of Email Campaigns:

##### **Sender Information**

Every email that you send using ISAS SYSTEMS Campaigns, shall contain an 'about us' section that has the following information:

* Name and address in case the sender is an individual.
* If the sender is an entity, in addition to name and address, the name of the authority with which the company is registered along with the business registration/identification number.
* VAT or other identification number for tax purposes.
* Contact information, at least a valid telephone number as well as an email address.
* Name and contact information (phone number/email address) of a representative for reporting complaints.

### **Monitoring and Throttling**

ISAS SYSTEMS reserves the right to monitor and review the contents of your Email Campaigns both manually and through automated means to improve deliverability such as by reducing mail bounces and to detect spam and other possible violations of the Terms. This includes:

* The right to transmit the sender email addresses, recipient email addresses and content of the Email Campaigns to affiliates and service providers engaged by us.
* The right to develop and improve automated tools based on emails that get flagged as spam and information we receive from affiliates, service providers engaged by us and other email service providers regarding your Email Campaigns.
* The right to embed a Campaign ID in every email's header in order to enable recipients of Email Campaigns to report spam emails to ISAS SYSTEMS.

ISAS SYSTEMS also reserves the right to throttle Email Campaigns sent by you, especially if you are sending Email Campaigns to a contact list for the first time.

### **Threshold for Bounces, Complaints, Unsubscribes and Un-justified/Spam Trap Hits**

The hard bounce rates should be under 5% and spam complaint rates should be less than 0.1%. Similarly, the unsubscribe count should not be greater than the click rate and the maximum count for spam trap hit / un-justified complaint is 1. In the event that your email campaign exceeds the threshold(s) mentioned above, ISAS SYSTEMS reserves the right to terminate your user account without any prior notification.

### **Bandwidth Abuse**

You are provided with the facility to host images on ISAS SYSTEMS servers only to enable you to host images used in your Email Campaigns sent through ISAS SYSTEMS Campaigns. You shall not create a load on ISAS SYSTEMS servers or abuse ISAS SYSTEMS bandwidth by hosting images on ISAS SYSTEMS servers for any other use such as using the images on websites and sending the images through other email delivery tools.

#### **SMS Campaigns**

In addition to the other terms, the following terms will govern your use of SMS Campaigns:

##### **Monitoring**

ISAS SYSTEMS reserves the right to monitor the content of the promotional SMS that you will be sending to your recipients ("Content"), your traffic patterns or your use of the SMS Campaigns service to determine if the SMS Campaigns are being sent in violation of the Terms. If ISAS SYSTEMS determines that there has been a violation of the Terms, ISAS SYSTEMS may suspend or terminate your access to the SMS Campaigns service. Additionally, ISAS SYSTEMS may share information such as Content, contact consent status, traffic pattern, frequency of promotional SMS sent and other information relevant to your SMS Campaigns with Service Providers and law enforcement agencies to ensure compliance with applicable laws.

##### **Suspension or Termination of SMS Campaigns Service**

ISAS SYSTEMS may suspend or terminate your access to the SMS Campaigns service if (i) ISAS SYSTEMS in its sole discretion determines that you have violated the Terms; (ii) ISAS SYSTEMS receives repetitive complaints from your recipients or Service Providers; (iii) ISAS SYSTEMS receives instruction from Service Providers to suspend or terminate your access to the SMS Campaigns service; or (iv) ISAS SYSTEMS temporarily or permanently ceases offering the SMS Campaigns services or the ISAS SYSTEMS Campaigns.

### **Usage Limits**

ISAS SYSTEMS may prescribe usage limits based on the subscription plan chosen by you. You must make sure that your usage is within the usage limits prescribed by ISAS SYSTEMS in order to avail uninterrupted service. You understand that ISAS SYSTEMS may restrict an activity if you reach the usage limit corresponding to such activity.

### **Violations**

If your use of ISAS SYSTEMS Campaigns is found to be in violation of the Terms, ISAS SYSTEMS may, in its sole discretion, take appropriate actions against you, which may include suspension and permanent termination of your user account.

### **Modification of Terms of Use**

ISAS SYSTEMS reserves the right to modify ISAS SYSTEMS Campaigns Terms of Use. Modifications to the Terms of Use are effective upon your use of ISAS SYSTEMS Campaigns subsequent to publication of such modification.

2.ISAS SYSTEMS CRM:

ISAS SYSTEMS CRM - Terms of Use

ZOHO CRM, A CUSTOMER RELATIONSHIP MANAGEMENT SERVICE, IS PROVIDED TO YOU OR THE ENTITY THAT YOU REPRESENT (hereinafter “You” or “Your”) BY THE APPLICABLE ZOHO ENTITY LISTED HERE (hereinafter “ISAS SYSTEMS”), ACCORDING TO THE FOLLOWING TERMS AND CONDITIONS (hereinafter “Terms”)IN ADDITION TO ZOHO GENERAL TERMS OF SERVICE. USE OF ZOHO CRM SIGNIFIES YOUR ACCEPTANCE OF THE TERMS AND GENERAL TERMS OF SERVICE. IF YOU DO NOT AGREE TO THE TERMS, DO NOT PROCEED OR USE ZOHO CRM IN ANY MANNER.

### **Accessing ISAS SYSTEMS CRM**

ISAS SYSTEMS CRM is a part of ISAS SYSTEMS suite of online collaboration, business and productivity applications. You will be able to access ISAS SYSTEMS CRM by using your common account for all ISAS SYSTEMS Services (hereinafter “ISAS SYSTEMS Account”).

### **Accessing other ISAS SYSTEMS Services**

Many ISAS SYSTEMS Services are integrated with ISAS SYSTEMS CRM. Your ISAS SYSTEMS Account will also allow you to access all ISAS SYSTEMS Services even if such ISAS SYSTEMS Services are not integrated with ISAS SYSTEMS CRM. Use of some of these ISAS SYSTEMS Services may require acceptance of terms of service specific to such ISAS SYSTEMS Services (hereinafter “Service Specific Terms”). You must read, understand and accept the Service Specific Terms before using the corresponding ISAS SYSTEMS Service.

### **Accessing Third Party Applications Integrated with ISAS SYSTEMS CRM**

Many third party applications (hereinafter “Third Party Application(s)”) are integrated with ISAS SYSTEMS CRM. ISAS SYSTEMS will also be integrating more Third Party Applications with ISAS SYSTEMS CRM. In addition, you may also integrate any other Third Party Application with ISAS SYSTEMS CRM by using the API if such Third Party Application allows such integration. Access and use of Third Party Applications may require acceptance of terms of service and privacy policy applicable to such Third Party Applications (hereinafter “Third Party Terms”). You are responsible for reading and understanding the Third Party Terms before accessing or using any Third Party Application.

### **Email Policy**

We advocate genuine use of email. If your email bounce rate exceeds a permissible range, your account will be prevented from sending further emails. You are required to comply with the requirements of our [Anti Spam Policy](https://www.zoho.com/policy.html) when you send commercial emails from ISAS SYSTEMS CRM.

We are responsible to keep our system free from illegal activities. To ensure better deliverability for our customers and to maintain our reputation, emails sent via ISAS SYSTEMS CRM will be monitored using automated tools. In case of violation of our terms, we may block emails from your account or even terminate your service.

### **Mail Add-on for ISAS SYSTEMS CRM**

Mail Add-on for ISAS SYSTEMS CRM (hereinafter “Mail Add-on”) allows you to fetch, view, compose and send emails from your ISAS SYSTEMS CRM account. If the configuration of Mail Add-on for a user (hereinafter “Configuration”) is set as “record level” or “complete”, the emails fetched will be visible to other users of the ISAS SYSTEMS CRM account according to the permissions set by the administrator and may persist as part of the ISAS SYSTEMS CRM account. Once you set the Configuration as “record level” or “complete” and the Configuration is locked by the administrator, you will not be able to change it without an administrator’s permission.

### **Telephony Functionality**

In connection with your use of telephony functionality, as part of ISAS SYSTEMS CRM, you understand and agree (i) that you may be required to provide additional information, as mandated by the concerned regulatory authorities, for purchasing telephone number(s); (ii) that you are solely responsible for complying with all applicable laws in all jurisdictions governing your use of the telephony functionality; (iii) that the telephony functionality is not intended to support or carry emergency calls to any emergency services; and (iii) to indemnify, defend and hold harmless ISAS SYSTEMS from and against any third party claim arising from any of the foregoing.

### **Usage Limits for ISAS SYSTEMS CRM**

ISAS SYSTEMS may prescribe usage limits based on the subscription plan chosen by you. You must make sure that your usage is within the usage limits prescribed by ISAS SYSTEMS in order to avail uninterrupted service. You understand that Zoho may restrict an activity if you reach the usage limit corresponding to such activity.

### **TERMS FOR USE OF API**

Integration of ISAS SYSTEMS CRM with Third Party Applications using APIs provided by ISAS SYSTEMS requires technical skill. You understand that errors or defects in the integration may cause loss and corruption of data. You must make sure that you use the services of technically skilled persons for the integration. You agree that ISAS SYSTEMS is not liable for any loss and corruption of data caused due to errors or defects in the integration.

You must not try to access any functionality that is not exposed in the documentation for the API. You understand and agree that ISAS SYSTEMS will not be liable for the consequences of accessing or using any unexposed functionality of the API.

### **API Deprecation**

ISAS SYSTEMS, in its discretion, may cease providing the current version of the API either as a result of discontinuation of the API or upgradation of the API to a newer version. In both cases, the current version of the API will stand deprecated and become the deprecated version of the API (hereinafter "Deprecated Version"). When ISAS SYSTEMS decides to deprecate the current version of the API, you will be informed about such deprecation through a service announcement. For a period of six months following announcement of deprecation (hereinafter the "Deprecation Period"), ISAS SYSTEMS will use commercially reasonable efforts to support the Deprecated Version. You understand that ISAS SYSTEMS is not obliged to provide the features of the newer version in the Deprecated Version.

ISAS SYSTEMS in its discretion may cease supporting the Deprecated Version during the Deprecation Period if i) ISAS SYSTEMS is required to do so by law or ii) You have breached any provision of these Terms or the [General Terms of Service](https://www.zoho.com/terms.html) or iii) ISAS SYSTEMS determines that supporting the API is likely to result in a security risk to ISAS SYSTEMS.

### **API Usage Limits**

ISAS SYSTEMS may prescribe usage limits, including limits on the number of calls, number of records per call, bandwidth usage and frequency of calls. You are required to adhere to the usage limits prescribed by ISAS SYSTEMS in order to avail uninterrupted service. You understand that ISAS SYSTEMS may restrict an activity if you reach the usage limit corresponding to such activity and that an API call may either fail or be partially executed if the usage limits are reached before or during an API call.

### **Modification of Terms of Use**

ISAS SYSTEMS reserves the right to modify ISAS SYSTEMS CRM Terms of Use. Modifications to the Terms of Use are effective upon your use of ISAS SYSTEMS CRM subsequent to publication of such modification.

Affiliate Terms:

1.Terms:

Affiliate Program Agreement

### **Introduction**

This Affiliate Program Agreement (“Agreement”) is intended to outline the terms and conditions for participation in the ISAS SYSTEMS Affiliate Program (“Affiliate Program”) and is a legally binding contract with you or the company you represent. By signing up, you agree to be bound by this Agreement in case of your appointment by ISAS SYSTEMS. If you do not agree to be bound by the terms of this Agreement, do not proceed with the electronic sign up process.

### **Appointment**

Your appointment as an “Affiliate” for one or more ISAS SYSTEMS services that are designated to you by a ISAS SYSTEMS representative (“Designated ISAS SYSTEMS Service”) will be subject to review of the information provided by you during sign up and will be at ISAS SYSTEMS sole and absolute discretion.

### **Affiliate Program Eligibility**

Participation in the Affiliate Program is open to individuals, businesses, industry bodies or trade associations, excluding:

* ISAS SYSTEMS Reseller Partners, ISAS SYSTEMS Reseller Consultants and any of their immediate family members;
* Any employees of ISAS SYSTEMS Reseller Partners; and
* ISAS SYSTEMS employees and their immediate family members.

During the tenure of this Agreement, you cannot participate in any other partnership program offered by ISAS SYSTEMS without the prior written permission of ISAS SYSTEMS.

### **Prospective Customer Registration**

Upon appointment, an account will be created for you in the ISAS SYSTEMS Store. In addition, you can embed the ISAS SYSTEMS sign-up link on your website using the Affiliate Link provided in your account so that interested persons can directly sign-up for Designated ISAS SYSTEMS Services from your website and such persons are automatically registered as a prospective customer in your account.

“ISAS SYSTEMS Store” means the online hosted application for tracking and managing: (i) purchase of Designated ISAS SYSTEMS Services by Customers and prospective customers; and (ii) Referral Fees earned by you through this Affiliate Program.

“Affiliate Link” means the unique tracking link provided to you with your affiliate code embedded in it.

### **Referral Fee**

You will be eligible to receive a referral fee of 15% for a period of one year on Qualified Purchases only if:

* the prospective customer had signed up within 90 days of first clicking on the Affiliate Link;
* a Qualified Purchase is made within 90 days from the date of signing up;
* the Customer is not an existing paid customer of ISAS SYSTEMS;
* the Customer signs up in the same data centre that you are registered in as an Affiliate;

You will not be eligible to receive a Referral Fee for any subsequent purchases made by the Customer.

"Qualified Purchase" with respect to each Customer means, the first/initial purchase of a paid subscription plan of the Designated ISAS SYSTEMS Service.

“Customer” means prospective customer who purchases a paid subscription of a Designated ISAS SYSTEMS Service.

### **Payment of Referral Fee**

The Referral Fee will be paid to you based on the subscription plan chosen by the Customer.

* If the Qualified Purchase is a monthly subscription plan, you will be eligible to receive Referral Fee on a monthly basis for a period of one year from the date of the Qualified Purchase. If the Customer downgrades to a free subscription plan or terminates his subscription within a period of one year, your Referral Fee will only accrue till the date the Customer cancels or downgrades the subscription.
* If the Qualified Purchase is an annual subscription plan, you will be eligible to receive Referral Fee for the whole year.

Referral Fee will accrue only upon completion of ninety (90) days from the date of the Qualified Purchase.

You will not be entitled to Referral Fee in case the Customer cancels the subscription or downgrades to a free subscription plan and claims a refund of the subscription fee before the completion of ninety (90) days from the date of the Qualified Purchase. Referral Fee earned by you will be paid out only if the unpaid Referral Fee reflected in your account accrues to $100. If the unpaid Referral Fee reflected in your account equals or exceeds $100 you can request a payout. Payment will be made through PayPal, wire transfer or any other method chosen by ISAS SYSTEMS in its sole discretion.

You will be responsible for payment of all taxes, duties, and charges levied on the Referral Fee, and you shall indemnify, defend and hold ISAS SYSTEMS harmless from and against any claims arising out or relating to non-payment of applicable taxes, duties, and charges.

### **Affiliate Conduct**

You agree to conduct yourself in a responsible, professional, and appropriate manner while dealing with prospective customers. You also agree not to make any representation or warranty with respect to the Designated ISAS SYSTEMS Services to the prospective customers other than those representations and warranties contained in the ISAS SYSTEMS Terms of Service. “ISAS SYSTEMS Terms of Service”means the terms and conditions for www.zoho.com cloud services. The current version of ISAS SYSTEMS Terms of Service is

### **Affiliate Obligations**

You shall not use the Affiliate Link to make purchase of the Designated Servicefor yourself or for your employees and immediate family members.

You must clearly disclose in your site or other channels you use to promote ISAS SYSTEMS that this Affiliate Program is a paid partnership.

You will not reproduce in whole or in part any marketing or promotional material, videos, webinars, case studies, testimonials or user manuals created by ISAS SYSTEMS as your own.

### **Term and Termination**

This Agreement will commence as of the date you receive an email from ISAS SYSTEMS confirming your appointment as an “Affiliate” and shall continue until terminated by either party in accordance with the provisions contained in this Agreement.

Termination without cause: Either party may terminate this Agreement at any time,for any reason, by giving thirty (30) days’ notice through email at [**info@isassystems.com**](mailto:affiliates-support@zohocorp.com).

* Termination for cause: Your failure to comply with any of the terms of this Agreement may result in a warning or immediate termination of this Agreement by ISAS SYSTEMS.
* Termination for discontinuation of the Affiliate Program: ISAS SYSTEMS reserves the right to discontinue the Affiliate Program. In the event ISAS SYSTEMS decides to discontinue the Affiliate Program, you will be provided with thirty (30) days’ notice through email.

### **Effect of Termination**

In the event of termination of this Agreement without cause by you or for cause by ISAS SYSTEMS, ISAS SYSTEMS will pay you any outstanding Referral Fee accrued as of the date of such termination.

In the event of termination of this Agreement without cause by ISAS SYSTEMS or discontinuation of the Affiliate Program, you will continue to receive Referral Fee for all Qualified Purchases (as stated in **‘Payment of referral fee’**clause) in respect of all customers who have converted to a paid subscription planbefore the end of the thirty day notice period.

Except as specifically stated above, termination of the Agreement will end all rights and responsibilities of both parties set out in this Agreement, any email communication or any web page relating to the Affiliate Program. You must immediately remove all references to ISAS SYSTEMS from your website, including any ISAS SYSTEMS sign-up link embedded in your website.

### **Disclaimers**

THE AFFILIATE PROGRAM AND THE DESIGNATED ISAS SYSTEMS SERVICES ARE PROVIDED "AS IS". ISAS SYSTEMS DOES NOT MAKE ANY REPRESENTATION OR WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE WITH RESPECT TO THE AFFILIATE PROGRAM OR THE DESIGNATED ISAS SYSTEMS SERVICES. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ZOHO DISCLAIMS ALL WARRANTIES WITH RESPECT TO THE AFFILIATE PROGRAM AND THE DESIGNATED ISAS SYSTEMS SERVICES INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, QUIET ENJOYMENT, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. ISAS SYSTEMS WILL NOT BE RESPONSIBLE FOR ANY COMPENSATION, REIMBURSEMENT, OR DAMAGES ARISING IN CONNECTION WITH TERMINATION OF THIS AGREEMENT OR YOUR PARTICIPATION IN THE AFFILIATE PROGRAM.

### **Limitation of liability**

ISAS SYSTEMS WILL NOT BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF BUSINESS, LOSS OF PROFITS, BUSINESS INTERRUPTION, OR LOSS OF BUSINESS INFORMATION ARISING OUT OF THIS AGREEMENT EVEN IF ISAS SYSTEMS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ISAS SYSTEMS ENTIRE LIABILITY WITH RESPECT TO THIS AGREEMENT AND THE AFFILIATE PROGRAM SHALL NOT EXCEED THE REFERRAL FEE PAID OR PAYABLE TO YOU UNDER THIS AGREEMENT.

### **Cookies**

When a prospective customer clicks on the Affiliate Link, a cookie will be set for the purpose of tracking whether the prospective customer signs up for the Designated ISAS SYSTEMS Service. If the association created by a cookie, as specified above, is broken for any reason beyond the control of ISAS SYSTEMS and subsequently a prospective customer makes a Qualified Purchase, Affiliate will not be entitled to receive any Referral fee for the same. Cookies set and used as part of this Affiliate Program have a 90 day validity.

### **Changes to the Terms of this Agreement**

You understand that ISAS SYSTEMS may modify the terms of this Agreement from time to time. However, you will be provided notice of such changes through an announcement or by electronic mail. Upon being informed of such changes, you may either terminate this Agreement within fifteen days and cease participating in the Affiliate Program or accept the changes and continue to participate in the Affiliate Program. Your continued participation in the Affiliate Program after fifteen days from the date of notice of any such changes shall constitute your consent to such changes.

### **Embargoed countries**

Various US agencies have restrictions in place that regulate or ban all trade with certain countries. ISAS SYSTEMS doesn't allow the sale of subscription of Designated ISAS SYSTEMS Services to thesecountries.

ISAS SYSTEMS does not allow any organization, business or individual to have or register ISAS SYSTEMS accounts while based in these countries:

* Cuba
* Iran
* North Korea
* Syria
* Sudan

We make every effort to ensure that the list of countries mentioned above is accurate. If you have any questions, kindly contact us at [**info@isassystems.com**](mailto:info@isassystems.com).

### **Relationship of Parties**

The relationship between you and ISAS SYSTEMS is non-exclusive. This Agreement shall not be construed as creating a partnership, joint venture, agency or any other relationship. You are not authorized to enter into any contract or to assume any obligation on behalf of ISAS SYSTEMS. Neither is ISAS SYSTEMS authorized to enter into any contract or to assume any obligation on your behalf.

### **Compliance with Applicable Laws**

You shall ensure that your business and performance of your obligations under this Agreement are and will be in compliance with all applicable laws, including privacy and data security laws, rules and regulations. You agree to provide all reasonable co-operation, assistance and information as ISAS SYSTEMS may reasonably request to enable it to comply with its obligations under any applicable law.

### **Contracting Entity and Choice of Law**

If you are a resident of the United States or Canada, your relationship is with ISAS SYSTEMS Corporation and this Agreement shall be governed by and interpreted in all respects by the laws of the State of California, without reference to its conflict of laws' principles and you agree to submit to the personal jurisdiction of the courts in the Northern District of California. If you are a resident of any of the member states of the European Union, your relationship is with ISAS SYSTEMS Corporation B.V. and this Agreement shall be governed by and interpreted in all respects by the laws of the Netherlands without reference to its conflict of laws’ principles and you agree to submit to the personal jurisdiction of the courts in Amsterdam. If you are a resident of India, your relationship is with ISAS SYSTEMS Corporation Private Limited and this Agreement shall be governed by and interpreted in all respects by the laws of the Republic of India without reference to its conflict of laws’ principles and you agree to submit to the personal jurisdiction of the courts in Chennai, India. If you are a resident of Australia or New Zealand, your relationship is with ISAS SYSTEMS Corporation Pty Ltd and this Agreement shall be governed by and interpreted in all respects by the laws in New South Wales without reference to its conflict of laws’ principles and you agree to submit to the personal jurisdiction of the courts in New South Wales. If you are a resident of Mexico, your relationship is with ISAS SYSTEMS corp Mexico S.A De C.V.and this Agreement shall be governed by and interpreted in all respects by the laws of Mexico without reference toits conflict of laws’ principles and you agree to submit to the personal jurisdiction of the courts inMexico City. If you are a resident of China, your relationship is with ISAS SYSTEMS (Beijing) Technology Co., Ltd. and this Agreement shall be governed by and interpreted in all respects by the laws of the China without reference to its conflict of laws’ principles and you agree to submit to the personal jurisdiction of the courts in China.If you are a resident of any other country, this Agreement shall be governed by and interpreted in all respects by the laws of the Republic of Singapore without reference to conflict of laws' principles and you agree to submit to the personal jurisdiction of the courts in Singapore.

### **General**

This Agreement constitutes the entire agreement between You and ISAS SYSTEMS, and supersedes all prior communications, understandings and agreements. You may not assign this Agreement, by operation of law or otherwise, without ISAS SYSTEMS prior written consent. You agree not to register any trademarks that are confusingly similar to ISAS SYSTEMS trademarks. Similarly, you agree not to register or use any internet domain names that are confusingly similar to ISAS SYSTEMS trademarks. ISAS SYSTEMS failure to enforce your strict performance of any provision of this Agreement will not constitute a waiver of ISAS SYSTEMS right to enforce such provision or any other provision of this Agreement subsequently. If any part of this Agreement is found invalid or unenforceable, the remainder shall be interpreted so as to reasonably effect the intention of both parties.

More Resources:

1.Jumpstart Terms:

ISAS SYSTEMS JUMPSTART TERMS

THIS IS AN AGREEMENT BETWEEN YOU OR THE ENTITY THAT YOU REPRESENT (hereinafter “You” or “Your”) AND ISAS SYSTEMS CORPORATION (“ISAS SYSTEMS”/“Company”) GOVERNING YOUR USE OF THE JUMPSTART SERVICES PROVIDED BY ISAS SYSTEMS.

### **1. Definitions**

1.1"Services" means the services to be provided by ISAS SYSTEMS as described in Section 2.

1.2"Licensed Product" means the software product licensed to you by ISAS SYSTEMS pursuant to ISAS SYSTEMS Terms of Service or Master Subscription Agreement, as the case maybe, and mentioned in the appropriate Statement of Work.

1.3"Statement of Work" means the agreement entered into between you and ISAS SYSTEMS pursuant to these Terms for the purpose of obtaining the Services.

### **2. Jumpstart Services**

2.1Subject to payment of all applicable fees and subject to Section 2.2 below, ISAS SYSTEMS will provide you with the Services in relation to the Licensed Product. The scope of Services to be provided under these Terms will be specified in the applicable Statements of Work. ISAS SYSTEMS ability to deliver the Services as described in the Statement of Work depends upon the accuracy and completeness of the information provided by you.

2.2 ISAS SYSTEMS will provide you with advice, assistance, and other services agreed under a Statement of Work in relation to the Licensed Product. The Services will be provided to you remotely, unless you and ISAS SYSTEMS agree otherwise in writing in the Statement of Work.

2.3Upon mutual discussions between the parties, the scope and/or estimated period of the Services agreed under a Statement of Work may be updated or varied in the manner specified in Section 3.

### **3. Changes in Scope of Work**

Either Party may request a change in the scope of Services but no such change shall be effective and binding unless such changes are documented in a change control document and signed by both parties. If you desire to propose a change in a Statement of Work, you shall deliver to ISAS SYSTEMS a change request in writing, describing the changes proposed. ISAS SYSTEMS shall not reject the change request delivered by you without providing a bona fide reason for such rejection in writing to you. Promptly following ISAS SYSTEMS’s receipt of your change request, ISAS SYSTEMS shall submit a written change order proposal to you. If ISAS SYSTEMS desires to propose any change, ISAS SYSTEMS shall submit to you a written description of the change in the form of a proposed change order for your review and approval. Any change order document prepared by the parties shall include, among other items, an estimate of additional charges to you, if applicable, for the modified Services, any additional software or other material required to implement the change and any expected impact on the project schedule or service levels under the Statement of Work. On your written approval of the change order document submitted by ISAS SYSTEMS, the parties shall sign the change order whereupon the Statement of Work shall be deemed to have been amended by the change order. No change to any Statement of Work shall be binding on the parties unless the change order has been signed by authorized representatives of each party.

### **4. Term**

4.1 ISAS SYSTEMS shall provide the Services within the period specified in the applicable Statement of Work.

4.2In the event that no period is specified in the Statement of Work, ISAS SYSTEMS shall provide you with Services until the completion of the said Services.

### **5. Conditions of Services**

5.1While ISAS SYSTEMS may provide assistance in respect of your setup and configuration of the Licensed Product, you will remain responsible for the direction, control and completion of such setup and configuration. ISAS SYSTEMS is not responsible for carrying out or completing the setup, configuration, testing or deployment of the Licensed Product, and ISAS SYSTEMS will not be liable for any delay or deficiency in such setup, configuration, testing or deployment.

5.2You may receive Services from ISAS SYSTEMS only if the Licensed Product is properly licensed (whether under a term license, monthly plan or otherwise) under ISAS SYSTEMS Terms of Service or Master Subscription Agreement.

### **6. Assistance from Customer**

You must provide the necessary access, information, co-operation and assistance that ISAS SYSTEMS may reasonably require to fulfil its obligations under these Terms.

### **7. Fees and Payment**

7.1Based on your requirement, ISAS SYSTEMS will provide you with estimates of the amount of time involved and the corresponding fees to be paid for the Services. You understand and agree that any such estimate made by ISAS SYSTEMS shall be in good faith and that such estimates are non-binding. You agree to pay ISAS SYSTEMS the fees specified in the Statement of Work regardless of any estimates given. All fees payable are exclusive of the applicable taxes. The fees are based on the Services purchased and not on actual usage. Payment obligations are non-cancellable and all fees paid are non-refundable. Fees are subject to payment prior to the provision of the Services. Payment shall be made using the payment modes supported by ISAS SYSTEMS.

7.2From time to time, we may change the price of the Services without notice to you. Any increase in charges will not apply to the existing Services you have already purchased.

You will not reproduce in whole or in part any marketing or promotional material, videos, webinars, case studies, testimonials or user manuals created by ISAS SYSTEMS as your own.

### **8. Termination**

8.1You may terminate the Services at any time without cause by giving seven (7) days’ written notice to ISAS SYSTEMS. Upon termination, ISAS SYSTEMS will cease providing all Services. You understand and agree that ISAS SYSTEMS may at its sole discretion choose to provide a refund of the Fees upon such termination of the Services.

8.2Zoho reserves the right to terminate the Services in the event that you do not provide the information required by ISAS SYSTEMS to provide the Services in a timely manner. You acknowledge that you will not be entitled to any refund for such termination.

8.3Suspension and Termination of Services by ISAS SYSTEMS. If you fail to pay the fees within the due date specified in the applicable invoice, ISAS SYSTEMS may immediately suspend the provision of the Services. If the payment remains unpaid for a period of fifteen (15) days from the due date specified in the applicable invoice, ISAS SYSTEMS may, in its discretion, terminate the provision of the Services.

8.4Termination of the Services shall be without prejudice to the rights and obligations of the parties accrued up to and including the date of termination.

8.5Termination of the Services will not affect the terms applicable to the use of the Licensed Product. However, if your use of the Licensed Product is terminated for any reason, then the Services will automatically terminate and you will not be entitled to refund of any unused portion of the fees.

### **9. Warranties**

9.1 ISAS SYSTEMS warrants that it will use commercially reasonable skill and care in the course of providing the Services which will be in accordance with generally acceptable industry practices.

9.2EXCEPT AS SET FORTH IN SECTION 8.1, ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, IN RESPECT OF THE PROVISION OF THE SERVICES ARE EXCLUDED TO THE FULL EXTENT PERMITTED BY LAW.

### **10. Indemnification**

You agree to indemnify and hold harmless ISAS SYSTEMS, its officers, directors, employees, suppliers, and affiliates, from and against any losses, damages, fines and expenses (including attorney's fees and costs) arising out of or relating to any claims that: (i) any material provided by you to ISAS SYSTEMS or the access and use by ISAS SYSTEMS of any of your material(s) in connection with ISAS SYSTEMS performance of Services hereunder infringes third party intellectual property; or (ii) you have used the Service in violation of another party's rights, in violation of any law, in violations of any provisions of the Terms, or any other claim related to your use of the Service, except where such use is authorized by ISAS SYSTEMS.

### **11. Limitation of liability**

YOU AGREE THAT ISAS SYSTEMS SHALL, IN NO EVENT, BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR OTHER LOSS OR DAMAGE WHATSOEVER OR FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, COMPUTER FAILURE, LOSS OF BUSINESS INFORMATION, OR OTHER LOSS ARISING OUT OF OR CAUSED BY YOUR USE OF OR INABILITY TO USE THE SERVICES, EVEN IF ZOHO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT SHALL ZOHO’S ENTIRE LIABILITY TO YOU IN RESPECT OF THE SERVICES, WHETHER DIRECT OR INDIRECT, EXCEED THE FEES PAID BY YOU TOWARDS THE SERVICES.

### **12. Modification of Terms**

We may modify the Terms upon notice to you at any time by sending email to your primary email address. You may terminate your use of the Services by providing ISAS SYSTEMS notice by email within 30 days of being notified of the availability of the modified Terms if the Terms are modified in a manner that substantially affects your rights in connection with use of the Services. In the event of such termination, you will be entitled to prorated refund of the unused portion of any prepaid fees. Your continued use of the Services after the effective date of any change to the Terms will be deemed to be your acceptance to the modified Terms.

### **13. Trademarks**

ISAS SYSTEMS and ISAS SYSTEMS logos are trademarks of ISAS SYSTEMS. You agree not to display or use, in any manner, the ISAS SYSTEMS trademarks, without ISAS SYSTEMS prior written permission.

### **14. Governing Law and Jurisdiction**

These Terms shall be governed by and construed in accordance with the laws of California (excluding the rules governing conflict of laws). Any dispute arising out of or in connection with these Terms shall be submitted to the exclusive jurisdiction of courts in Northern California.

2.ISAS SYSTEMS Mail Usage Policy:

ISAS SYSTEMS Mail is mainly intended for personal and normal [business email](https://www.zoho.com/mail/how-to/create-business-email-address.html) usage. It aids users to send emails within the organization and to their business or personal contacts for official or personal purposes.

[ISAS SYSTEMS Mail](https://www.zoho.com/mail/)**cannot** be used for sending out emails in the following categories:

* Promotional emails
* Bulk or Mass emails
* Marketing emails
* Newsletters
* Automated Emails
* Transactional Emails.  [ISAS SYSTEMS ZeptoMail](https://www.zoho.com/zeptomail/?src=mailusagepolicy) is specifically designed and optimized to send transactional emails to your customers.

The emails sent via ISAS SYSTEMS Mail should comply with the [Anti Spam](https://www.zoho.com/policy.html) policy.

## **Unusual Activity:**

In case the system detects unusual activity in your account, to protect your account from being compromised/ misused, there are some automated actions on your account. These are in place to prevent abuse and to control any potential spam/ fraudulent phishing activities from being done using your account by Spammers or other Illegal Hackers.

Based on the type of activity detected in the account, our system temporarily restricts email outgoing or email incoming or certain actions in your account. You will be able to access your account and also view emails from your account.

Unusual email activity includes the following, but is not limited to the below items:

* Sending a large number of undeliverable emails (Bounce emails)
* Sending a large number of emails within a short span of time
* Sending to a large number of recipients per email
* Sending an unusually large size of Outgoing emails in a single day
* Sending emails to an unusually large number of recipients on a single day
* Sending unintended spam emails or such emails which are against ISAS SYSTEMS [anti-spam policy](https://www.zoho.com/policy.html)
* Multiple suspicious login attempts from different locations within a specific period of time.

## **Troubleshoot:**

### **Account Blocked:**

Depending on the type of activity, the users will be allowed to send/ receive emails after some time.

When the incoming email for an account is blocked due to one of the following reasons, a banner is displayed informing the user of the same. The user can unblock the account by following the instructions given in the link provided in the banner.

* Incoming blocked
* Mailbox disabled
* Mailbox size limit exceeded

When the outgoing for an account is blocked, a similar banner is displayed informing the user of the blocking. The account unblocking procedure can be initiated from the link given in the banner.

In most cases, the user can unblock the account after an hour or two using the [UnblockMe](https://mail.zoho.in/UnblockMe) page. In case the user is an organization user, the admin can unblock the account from the [Users](https://mailadmin.zoho.in/cpanel/home.do#users/list) page in [Admin Console](https://mailadmin.zoho.in/cpanel/home.do). However, in cases where the user activity is highly suspicious, even the administrator will not be able to unblock the account. In such cases, you can reach out to [support@zohomail.com](mailto:support@zohomail.com).

### **Account Blocked due to Suspicious Activity:**

If there are multiple suspicious logins for your personal ISAS SYSTEMS account, it will be blocked to ensure security. To unblock the account, the account's password has to be changed. The user can unblock the account using the [UnblockMe](https://mail.zoho.in/UnblockMe) page. Once directed to the UnblockMe page, change the account password and then proceed with unblocking your account.

If you are a personal account user, you can unblock your account by following the above steps. If your account is part of an organization, contact your administrator to unblock the account. An administrator will be able to unblock your account by following the steps mentioned on the [User Settings](https://www.zoho.com/mail/help/adminconsole/user-settings.html#Block) help page.

### **​****Manage Storage:**

In case the account's used storage has exceeded the allowed storage, the account gets blocked preventing the user from sending/ receiving further emails. The POP account will also be restricted from retrieving/ sending further emails. You can view the storage details of your account from the [user profile section](https://www.zoho.com/mail/help/mailbox-quota.html#alink1). The user has multiple options to manage storage and access the account again. However, if you are an administrator, you can [manage exceeded storage](https://www.zoho.com/mail/help/mailbox-quota.html#alink2) from the [Admin Console](https://mailadmin.zoho.in/cpanel/home.do).

If none of the above steps worked out and if your account is still blocked from sending emails, you can reach out to [info@isassystems.com](mailto:abuse@zohocorp.com) for further assistance.

## **Frequently Asked Questions**

### **How many emails can I send in a day?**

The number of emails you can send is dynamic. It is determined based on each user's reputation. To keep your reputation at a good standard, adhere to the below best practices:

1. Try not to send bulk emails. To send marketing emails or newsletters try [ISAS SYSTEMS Campaigns](https://www.zoho.com/campaigns/), a service dedicated for these purposes.
2. If you are sending automated transactional emails like OTPs or user account activation, you can try [ISAS SYSTEMS Mail](https://www.zoho.com/zeptomail), a transactional email service from ISAS SYSTEMS.
3. Try not to send irrelevant emails to recipients. The more a recipient marks your email as spam, the more your reputation reduces. This will affect the number of emails you can send.
4. Configure [SPF](https://www.zoho.com/mail/help/adminconsole/spf-configuration.html) to increase your email authenticity.

### **What is email sender reputation?**

In order to keep the reputation of an IP address at a good standard, it is a scoring method used by Email Service Providers (ESPs). Sender reputation will be based on, the factors that follow:

1. Quality of emails sent.
2. Frequency of emails.
3. Recipient interaction.
4. The number of bounces your emails receive.
5. Emails sent by you are marked as spam if any.

Sender reputation is responsible and is influential in determining where your emails end up.

### **How many recipients can I add to an email?**

The number of recipients you can add to an email is dynamic. To keep the sender reputation good, follow these best practices:

1. Send emails to legitimate recipients. Bounces affect your reputation.
2. Do not send unsolicited spam emails to your recipients. The more your email gets marked as spam, the more you risk your reputation.
3. Have a clean and organized mailing list.

### **Do I get to send more emails if I upgrade to a paid subscription?**

We at ISAS SYSTEMS Mail are conscious of maintaining our IP reputation. Even when you move to a paid subscription, the limit is dynamic and is dependent on sender reputation.

### **Why are my emails getting marked as spam/junk by my recipient?**

An email gets marked as spam or junk based on the sender's reputation. To increase your trust,

1. Configure [SPF](https://www.zoho.com/mail/help/adminconsole/spf-configuration.html), [DKIM](https://www.zoho.com/mail/help/adminconsole/dkim-configuration.html), and [DMARC](https://www.zoho.com/mail/help/adminconsole/dmarc-policy.html) for your domain.
2. Maintain your sender reputation by sending relevant emails to your recipients.

### **Why is outbound email filtering necessary?**

Outbound spam filtering is a proactive measure to prevent blacklisting and keep our IP reputation high.

When an email IP address gets enough spam complaints against it,

1. It will be reported to a company that maintains a blacklist database.
2. Email service providers who subscribe to that database will then mark any incoming email from that domain address as spam or reject it at the server.
3. After too many spam complaints on emails from our IP addresses, any email sent from our IP address has the chance of getting delivered automatically to the spam folders, regardless of the domain.

To prevent the aforementioned scenario from happening, we felt its important to process outgoing emails despite Email Service Providers (ESPs) reviewing all incoming emails, to protect the deliverability of our IP and our customers.

### **What do I do if my account gets blocked?**

Depending on the type of activity, your account will get [unblocked](https://www.zoho.com/mail/help/usage-policy.html#alink3) after some time. If not write an email to [info@isassystems.com](mailto:abuse@zohocorp.com) or give us a call.

**Privacy**

Global Privacy Policy:

Summary of our Privacy Policy

It covers every ISAS SYSTEMS website that links here, and all of the products and services contained on those websites. The detailed policy follows the same structure as this summary and constitutes the actual legal document.

Our privacy commitment: ISAS SYSTEMS has never sold your information to someone else for advertising, or made money by showing you other people's ads, and we never will. This has been our approach for almost 25 years, and we remain committed to it. This policy tells you what information we collect from you, what we do with it, who can access it, and what you can do about it.

### [**Part I – Information ISAS SYSTEMS collects and controls**](https://www.zoho.com/privacy.html#part-one)

We only collect the information that we actually need. Some of that is information that you actively give us when you sign up for an account, register for an event, ask for customer support, or buy something from us. We store your name and contact information, but we don't store credit card numbers (except with your permission and in one of our secured payment gateways).

When you visit one of our websites or use our software, we automatically log some basic information like how you got to the site, where you navigated within it, and what features and settings you use. We use this information to improve our websites and services and to drive new product development.

Sometimes we receive information indirectly. If you ask about our products through one of our referral programs or reselling partners, or sign in to one of our products through an authentication service provider like LinkedIn or Google, they'll pass on your contact information to us. We'll use that information to complete the request that you made. If you engage with our brand on social media (for instance, liking, commenting, retweeting, mentioning, or following us), we'll have access to your interactions and profile information. We'll still have that information even if you later remove it from the social media site.

### **What we do with your information**

We use your information to provide the services you've requested, create and maintain your accounts, and keep an eye out for unauthorized activity on your accounts. We also use it to communicate with you about the products you're currently using, your customer support requests, new products you may like, chances for you to give us feedback, and policy updates. We analyze the information we collect to understand user needs and to improve our websites and services.

We're required to have a legal basis for collecting and processing your information. In most cases, we either have your consent or need the information to provide the service you've requested from us. When that's not the case, we must demonstrate that we have another legal basis, such as our legitimate business interests.

You can decline certain kinds of information use either by not providing the information in the first place or by opting out later. You can also disable cookies to prevent your browser from giving us information, but if you do so, certain website features may not work properly. We completely disable non-essential and intrusive third-party cookies from all ISAS SYSTEMS websites and products.

We limit access to your personal information to our employees and contractors who have a legitimate need to use it. If we share your information with other parties (like developers, service providers, domain registrars, and reselling partners), they must have appropriate security measures and a valid reason for using your information, typically to serve you.

The European Economic Area (EEA) provides certain rights to data subjects (including access, rectification, erasure, restriction of processing, data portability, and the right to object and to complain). ISAS SYSTEMS undertakes to provide you the same rights no matter where you choose to live.

We keep your personal information for as long as it is required for the purposes stated in this Privacy Policy. When we no longer have a legitimate need to process your information, we will delete, anonymize, or isolate your information, whichever is appropriate.

### [**Part II – Information that ISAS SYSTEMS processes on your behalf**](https://www.zoho.com/privacy.html#part-two)

If you handle other people's data using ISAS SYSTEMS apps, such as information about your customers or employees, you are entrusting that data to us for processing. If you use a ISAS SYSTEMS mobile app and give the app access to your contacts and photo library, you are entrusting data to us. The data you entrust to us for processing is called service data.

You own your service data. We protect it, limit access to it, and only process it according to your instructions. You may access it, share it through third-party integrations, and request that we export or delete it.

We hold the data in your account as long as you choose to use ISAS SYSTEMS Services. After you terminate your account, your data will be automatically deleted from our active database within 6 months and from our backups within 3 months after that.

If you are in the European Economic Area and you believe that someone has entrusted your information to us for processing (for instance, your employer or a company whose services you use), you can request certain actions from us regarding your data. To exercise those data rights, please contact the person or company that entrusted the data to us and we will work with them on your request.

### [**Part III – General**](https://www.zoho.com/privacy.html#part-three)

There are some limitations to the privacy we can promise you. We will disclose personal information if it's necessary to comply with a legal obligation, prevent fraud, enforce an agreement, or protect our users' safety. We do not currently honor Do Not Track signals from internet browsers; when a universal standard for processing them emerges, we will follow it.

Third-party websites and social media widgets have their own separate privacy policies. Always check the relevant privacy policy before sharing personal information with third parties.

You can always contact us to: ask questions about our privacy practices, request a GDPR-compliant Data Processing Addendum, alert us if you believe we have collected personal data from a minor, or ask to have your personal information removed from our blogs or forums. You can also check our [Security Policy](https://www.zoho.com/security.html)and [Privacy Policy](https://www.zoho.com/privacy.html#summary)

We will contact you to let you know if we make any major changes to our privacy policy, or in the highly unlikely event that we ever decide to sell our business.

# Privacy Policy

This Privacy Policy statement is made by the ISAS SYSTEMS Group consisting of all the entities listed [here](https://www.zoho.com/privacy/zoho-group.html) (collectively, " ISAS SYSTEMS ", "we", "us" or "our").

### **ISAS SYSTEMS’s Privacy Commitment**

ISAS SYSTEMS has worried about customer and user privacy for almost 25 years, long before it became fashionable, politically correct, or legally binding to take such a position. We ask for only the least amount of information necessary, gathering only what we believe is essential for doing business, or for the specific transaction at hand. We let customers know the information we have on them and allow them to opt out of specific engagements. But, by far, our biggest commitment is that we do not make a single dollar from advertising revenue—never have, never will—even from the free editions of our products. This means we avoid the fundamental conflict of interest between gathering customer information and fueling advertising revenue, and the unavoidable compromises in customer privacy that it brings.

The goal of this policy is to make explicit the information we gather, how we will use it, and how we will not. This policy is unfortunately longer than we would like, but we must unambiguously address all the relevant cases. We will try and keep the language simple and direct as much as possible.

### **Scope of this Privacy Policy**

This Privacy Policy applies to all ISAS SYSTEMS websites that link to it. It also applies to the products and services provided by ISAS SYSTEMS through these websites, our mobile applications, and applications posted by ISAS SYSTEMS on ISAS SYSTEMS online marketplace and in other third-party online marketplaces. This Privacy Policy does not apply to any of our websites, products or services that have a separate privacy policy.

This Privacy Policy is divided into three parts:

##### **Part I – Information ISAS SYSTEMS collects and controls**

This part deals with how ISAS SYSTEMS collects and uses information about website visitors, potential customers, users of ISAS SYSTEMS products and services, and others who contact ISAS SYSTEMS through forms or email addresses published on or linked to our websites.

##### **Part II – Information that ISAS SYSTEMS processes on your behalf**

This part deals with how ISAS SYSTEMS handles data that you entrust to ISAS SYSTEMS when you use our products and services, or when you share any personal or confidential information with us while requesting customer support.

##### **Part III – General**

This part deals with topics that are relevant to both Parts I and II, and other general topics such as ISAS SYSTEMS security commitments and how we will inform you when we change this Privacy Policy.

## **Part I – Information ISAS SYSTEMS collects and controls**

#### **What information ISAS SYSTEMS collects**

We collect information about you only if we need the information for some legitimate purpose. ISAS SYSTEMS will have information about you only if (a) you have provided the information yourself, (b) ISAS SYSTEMS has automatically collected the information, or (c) ISAS SYSTEMS has obtained the information from a third party. Below we describe the various scenarios that fall under each of those three categories and the information collected in each one.

Information that you provide us

**i. *Account signup***: When you sign up for an account to access one or more of our services, we ask for information like your name, contact number, email address, company name and country to complete the account signup process. You'll also be required to choose a unique username and a password for accessing the created account. You may also provide us with more information such as your photo, time zone and language, but we don’t require that information to sign up for an account. After signing up, you will have the option of choosing a security question and an answer to the security question — if you provide these, they will be used only while resetting your password.

**ii. *Event registrations and other form submissions:***We record information that you submit when you (i) register for any event, including webinars or seminars, (ii) subscribe to our newsletter or any other mailing list, (iii) submit a form in order to download any product, whitepaper, or other materials, (iv) participate in contests or respond to surveys, or (v) submit a form to request customer support, get a quote or to contact ISAS SYSTEMS for any other purpose.

**iii. *Payment processing***: When you buy something from us, we ask you to provide your name, contact information, and credit card information or other payment account information. When you submit your card information, we store the name and address of the cardholder, the expiry date and the last four digits of the credit card number. We do not store the actual credit card number. For quick processing of future payments, if you have given us your approval, we may store your credit card information or other payment information in an encrypted format in the secured servers of our Payment Gateway Service Providers.

**iv. *Testimonials***: When you authorize us to post testimonials about our products and services on websites, we may include your name and other personal information in the testimonial. You will be given an opportunity to review and approve the testimonial before we post it. If you wish to update or delete your testimonial, you can contact us at [info@isassystems.com](mailto:abuse@zohocorp.com)

**v. *Interactions with ISAS SYSTEMS***: We may record, analyze and use your interactions with us, including email, telephone, and chat conversations with our sales and customer support professionals, for improving our interactions with you and other customers.

Information that we collect automatically

i. *Information from browsers, devices and servers*: When you visit our websites, we collect information that web browsers, mobile devices and servers make available, such as the internet protocol address, browser type, language preference, time zone, referring URL, date and time of access, operating system, mobile device manufacturer and mobile network information. We include these in our log files to understand more about visitors to our websites.

ii. *Information from cookies and tracking technologies*: We use temporary and permanent cookies to identify users of our services and to enhance user experience. We embed unique identifiers in our downloadable products to track usage of the products. We also use cookies, beacons, tags, scripts, and other similar technologies to identify visitors, track website navigation, gather demographic information about visitors and users, understand email campaign effectiveness and for targeted visitor and user engagement by tracking your activities on our websites. We mostly use first-party cookies and do not use third-party cookies or other third-party tracking technologies on our websites for non-essential or intrusive tracking. You can learn more about the cookies used on our websites [here](https://www.zoho.com/privacy/cookie-policy.html). You can also learn more about ISAS SYSTEMS stance against non-essential and intrusive third-party cookies and tracking technology [here](https://www.zoho.com/privacy/cookie-policy.html?src_tab=tp). We also use first-party Local Storage Objects (LSOs) such as HTML5 to store content information and preferences to provide certain features.

iii. *Information from application logs and mobile analytics*: We collect information about your use of our products, services and mobile applications from application logs and in-house usage analytics tools, and use it to understand how your use and needs can improve our products. This information includes clicks, scrolls, features accessed, access time and frequency, errors generated, performance data, storage utilized, user settings and configurations, and devices used to access and their locations.

Information that we collect from third parties

i. *Signups using federated authentication service providers*: You can log in to ISAS SYSTEMS Services using supported federated authentication service providers such as LinkedIn, Microsoft and Google. These services will authenticate your identity and give you the option to share certain personal information with us, such as your name and email address.

ii. *Referrals*: If someone has referred any of our products or services to you through any of our referral programs, that person may have provided us your name, email address and other personal information. You may contact us at [[info@isassystems.com](mailto:abuse@zohocorp.com)](mailto:privacy@zohocorp.com)to request that we remove your information from our database. If you provide us information about another person, or if another person gives us your information, we will only use that information for the specific reason for which it was provided to us.

iii. *Information from our reselling partners and service providers*: If you contact any of our reselling partners, or otherwise express interest in any of our products or services to them, the reselling partner may pass your name, email address, company name and other information to ISAS SYSTEMS. If you register for or attend an event that is sponsored by ISAS SYSTEMS, the event organizer may share your information with us. ISAS SYSTEMS may also receive information about you from review sites if you comment on any review of our products and services, and from other third-party service providers that we engage for marketing our products and services.

iv. *Information from social media sites and other publicly available sources*: When you provide feedback or reviews about our products, interact, or engage with us on marketplaces, review sites or social media sites such as Facebook, Twitter, LinkedIn and Instagram through posts, comments, questions and other interactions, we may collect such publicly available information, including profile information, to allow us to connect with you, improve our products, better understand user reactions and issues, or to reproduce and publish your feedback on our websites. We must tell you that once collected, this information may remain with us even if you delete it from these sites. ISAS SYSTEMS may also add and update information about you, from other publicly available sources.

### **Purposes for using information**

In addition to the purposes mentioned above, we may use your information for the following purposes:

* To communicate with you (such as through email) about products that you have downloaded and services that you have signed up for, changes to this Privacy Policy, changes to the Terms of Service, or important notices;
* To keep you posted on new products and services, upcoming events, offers, promotions and other information that we think will be of interest to you;
* To ask you to participate in surveys, or to solicit feedback on our products and services;
* To set up and maintain your account, and to do all other things required for providing our services, such as enabling collaboration, providing website and mail hosting, and backing up and restoring your data;
* To understand how users use our products and services, to monitor and prevent problems, and to improve our products and services;
* To provide customer support, and to analyze and improve our interactions with customers;
* To detect and prevent fraudulent transactions and other illegal activities, to report spam, and to protect the rights and interests of ISAS SYSTEMS, ISAS SYSTEMS users, third parties and the public;
* To update, expand and analyze our records, identify new customers, and provide products and services that may be of interest to you;
* To analyze trends, administer our websites, and track visitor navigations on our websites to understand what visitors are looking for and to better help them;
* To monitor and improve marketing campaigns and make suggestions relevant to the user.

### **Legal bases for collecting and using information**

*Legal processing bases applicable to ISAS SYSTEMS*: If you are an individual from the European Economic Area (EEA), our legal basis for information collection and use depends on the personal information concerned and the context in which we collect it. Most of our information collection and processing activities are typically based on (i) contractual necessity, (ii) one or more legitimate interests of ISAS SYSTEMS or a third party that are not overridden by your data protection interests, or (iii) your consent. Sometimes, we may be legally required to collect your information, or may need your personal information to protect your vital interests or those of another person.

*Withdrawal of consent*: Where we rely on your consent as the legal basis, you have the right to withdraw your consent at any time, but this will not affect any processing that has already taken place.

*Legitimate interests notice*: Where we rely on legitimate interests as the legal basis and those legitimate interests are not specified above, we will clearly explain to you what those legitimate interests are at the time that we collect your information.

### **Your choice in information use**

*Opt out of non-essential electronic communications*: You may opt out of receiving newsletters and other non-essential messages by using the ‘unsubscribe’ function included in all such messages. However, you will continue to receive essential notices and emails such as account notification emails (password change, renewal reminders, etc.), security incident alerts, security and privacy update notifications, and essential transactional and payment related emails.

*Disable cookies*: You can disable browser cookies before visiting our websites. However, if you do so, you may not be able to use certain features of the websites properly.

*Optional information*: You can choose not to provide optional profile information such as your photo. You can also delete or change your optional profile information. You can always choose not to fill in non-mandatory fields when you submit any form linked to our websites.

### **Who we share your information with**

All ISAS SYSTEMS group entities listed [here](https://www.zoho.com/privacy/zoho-group.html)have access to the information covered in Part I. We do not sell any personal information. We share your information only in the ways that are described in this Privacy Policy, and only with parties who adopt appropriate confidentiality and security measures.

*Employees and independent contractors*: Employees and independent contractors of relevant ISAS SYSTEMS group entities have access to the information covered in Part I on a need-to-know basis. We require all employees and independent contractors of ISAS SYSTEMS group entities to follow this Privacy Policy for personal information that we share with them.

*Third-party service providers*: We may need to share your personal information and aggregated or de-identified information with third-party service providers that we engage, such as marketing and advertising partners, event organizers, web analytics providers and payment processors. These service providers are authorized to use your personal information only as necessary to provide these services to us.

*Domain registrars*: When you register a domain through ISAS SYSTEMS from domain name registrars, we share your name and contact information such as your physical address, email address and phone number with them as per the ICANN domain registration rules.

*Reselling partners*: We may share your personal information with our authorized reselling partners in your region, solely for the purpose of contacting you about products that you have downloaded or services that you have signed up for. We will give you an option to opt out of continuing to work with that partner.

*Marketplace application developers*: When you install or purchase any application developed using ISAS SYSTEMS APIs that is posted on ISAS SYSTEMS online marketplace, your name and email address will be shared with the developer of the application, so they may engage with you directly as the provider of that application or service. ISAS SYSTEMS does not control the use of your personal information by the developers, which will be based on their own privacy policies.

*Other cases*: Other scenarios in which we may share the same information covered under Parts I and II are described in Part III.

### **Your rights with respect to information we hold about you as a controller**

If you are in the European Economic Area (EEA), you have the following rights with respect to information that ISAS SYSTEMS holds about you. ISAS SYSTEMS undertakes to provide you the same rights no matter where you choose to live.

*Right to access*: You have the right to access (and obtain a copy of, if required) the categories of personal information that we hold about you, including the information's source, purpose and period of processing, and the persons to whom the information is shared.

*Right to rectification*: You have the right to update the information we hold about you or to rectify any inaccuracies. Based on the purpose for which we use your information, you can instruct us to add supplemental information about you in our database.

*Right to erasure*: You have the right to request that we delete your personal information in certain circumstances, such as when it is no longer necessary for the purpose for which it was originally collected.

*Right to restriction of processing*: You may also have the right to request to restrict the use of your information in certain circumstances, such as when you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

*Right to data portability*: You have the right to transfer your information to a third party in a structured, commonly used and machine-readable format, in circumstances where the information is processed with your consent or by automated means.

*Right to object*: You have the right to object to the use of your information in certain circumstances, such as the use of your personal information for direct marketing.

*Right to complain*: You have the right to complain to the appropriate supervisory authority if you have any grievance against the way we collect, use or share your information. This right may not be available to you if there is no supervisory authority dealing with data protection in your country.

### **Retention of information**

We retain your personal information for as long as it is required for the purposes stated in this Privacy Policy. Sometimes, we may retain your information for longer periods as permitted or required by law, such as to maintain suppression lists, prevent abuse, if required in connection with a legal claim or proceeding, to enforce our agreements, for tax, accounting, or to comply with other legal obligations. When we no longer have a legitimate need to process your information, we will delete or anonymize your information from our active databases. We will also securely store the information and isolate it from further processing on backup discs until deletion is possible.

## **Part II – Information that ISAS SYSTEMS processes on your behalf**

Information entrusted to ISAS SYSTEMS and purpose

*Information provided in connection with services*: You may entrust information that you or your organization (“you”) control, to ISAS SYSTEMS in connection with use of our services or for requesting technical support for our products. This includes information regarding your customers and your employees (if you are a controller) or data that you hold and use on behalf of another person for a specific purpose, such as a customer to whom you provide services (if you are a processor). The data may either be stored on our servers when you use our services, or transferred or shared to us as part of a request for technical support or other services.

*Information from mobile devices*: When you elect to allow it, some of our mobile applications have access to the camera, microphone, call history, contact information, photo library, files and other information stored on your mobile device. Our applications require such access to provide their services. Similarly, when you elect to provide access, location-based information is also collected for purposes including, but not limited to, locating nearby contacts or setting location-based reminders. This information will be exclusively shared with our mapping providers and will be used only for mapping user locations. You may disable the mobile applications' access to this information at any time by editing the settings on your mobile device. The data stored on your mobile device and their location information to which the mobile applications have access will be used in the context of the mobile application, and transferred to and associated with your account in the corresponding services (in which case the data will be stored on our servers) or products (in which case the data will remain with you unless you share it with us).

(All the information entrusted to ISAS SYSTEMS is collectively termed “service data”)

Ownership and control of your service data

We recognize that you own your service data. We provide you complete control of your service data by providing you the ability to (i) access your service data, (ii) share your service data through supported third-party integrations, and (iii) request export or deletion of your service data.

How we use service data

We process your service data when you provide us instructions through the various modules of our services. For example, when you generate an invoice using our invoicing service, information such as the name and address of your customer will be used to generate the invoice; and when you use our campaign management service for email marketing, the email addresses of the persons on your mailing list will be used for sending the emails.

Push notifications

If you have enabled notification on our desktop and mobile applications, we will push notifications through a push notification provider such as Apple Push Notification Service, Google Cloud Messaging or Windows Push Notification Services. You can manage your push notification preferences or deactivate these notifications by turning off notifications in the application or device settings.

Who we share service data with

ISAS SYSTEMS *group and third party sub-processors*: In order to provide services and technical support for our products, the contracting entity within the ISAS SYSTEMS group engages other [group entities](https://www.zoho.com/privacy/zoho-group.html)and [third parties](https://www.zoho.com/privacy/sub-processors.html).

*Employees and independent contractors*: We may provide access to your service data to our employees and individuals who are independent contractors of the ISAS SYSTEMS group entities involved in providing the services (collectively our “employees”) so that they can (i) identify, analyze and resolve errors, (ii) manually verify emails reported as spam to improve spam detection, or (iii) manually verify scanned images that you submit to us to verify the accuracy of optical character recognition. We ensure that access by our employees to your service data is restricted to specific individuals, and is logged and audited. Our employees will also have access to data that you knowingly share with us for technical support or to import data into our products or services. We communicate our privacy and security guidelines to our employees and strictly enforce privacy safeguards within the ISAS SYSTEMS group.

*Collaborators and other users*: Some of our products or services allow you to collaborate with other users or third parties. Initiating collaboration may enable other collaborators to view some or all of your profile information. For example, when you edit a document that you have shared with other persons for collaboration, your name and profile picture will be displayed next to your edits to allow your collaborators to know that you made those edits.

*Third-party integrations you have enabled*: Most of our products and services support integrations [with third-party products and services](https://www.zoho.com/r/legal/third-party-apis-terms.html). If you choose to enable any third-party integrations, you may be allowing the third party to access your service data and personal information about you. We encourage you to review the privacy practices of the third-party services and products before you enable integrations with them.

*Other cases*: Other scenarios in which we may share information that are common to information covered under Parts I and II are described in Part III.

Retention of information

We hold the data in your account as long as you choose to use ISAS SYSTEMS Services. Once you terminate your ISAS SYSTEMS user account, your data will eventually get deleted from active database during the next clean-up that occurs once in 6 months. The data deleted from active database will be deleted from backups after 3 months.

Data subject requests

If you are from the European Economic Area and you believe that we store, use or process your information on behalf of one of our customers, please contact the customer if you would like to access, rectify, erase, restrict or object to processing, or export your personal data. We will extend our support to our customer in responding to your request within a reasonable timeframe.

## **Part III – General**

#### **Children’s personal information**

Our products and services are not directed to individuals under 16. ISAS SYSTEMS does not knowingly collect personal information from children who are under 16 years of age for its own purposes. If we become aware that a child under 16 has provided us with personal information, we will take steps to delete such information. If you believe that a child under 16 years has provided personal information to us, please write to [info@isassystems.com](mailto:abuse@zohocorp.com) with the details, and we will take the necessary steps to delete the information we hold about that child. However, using our products, you can collect information about individuals who may be children. If you process information relating to children, you acknowledge and agree that you will be responsible for complying with the applicable laws and regulations related to protection of such personal information.

#### **How secure is your information**

At ISAS SYSTEMS, we take data security very seriously. That's why we have gotten certified for industry standards mentioned [here](https://www.zoho.com/compliance.html). We have taken steps to implement appropriate administrative, technical & physical safeguards to prevent unauthorized access, use, modification, disclosure or destruction of the information you entrust to us. If you have any concerns regarding the security of your data, we encourage you to check our [Security Policy](https://www.zoho.com/security.html)or write to us at [info@isassystems.com](mailto:abuse@zohocorp.com) with any questions.

#### **Data Protection Officer**

We have appointed a Data Protection Officer to oversee our management of your personal information in accordance with this Privacy Policy. If you have any questions or concerns about our privacy practices with respect to your personal information, you can reach out to our Data Protection Officer by sending an email to [[info@isassystems.com](mailto:abuse@zohocorp.com)](mailto:dpo@zohocorp.com)or by writing to: Data Protection Officer, ISAS SYSTEMS Corporation BV, Beneluxlaan 4B, 3527 HT Utrecht, The Netherlands.

#### **Locations and international transfers**

We share your personal information and service data within the ISAS SYSTEMS Group and with third parties engaged by ISAS SYSTEMS Group for the purposes described above. By accessing or using our products and services or otherwise providing personal information or service data to us, you understand that the processing, transfer, and storage of your personal information or Service Data within the United States of America, the European Economic Area (EEA) and other countries where ISAS SYSTEMS operates. Such transfers are subject to appropriate data protection agreements such as a group company agreement that is based on EU Commission’s Model Contractual Clauses for data processing activities to which GDPR applies. You can write to [info@isassystems.com](mailto:abuse@zohocorp.com) for obtaining a copy of the agreements on the basis of which we transfer your data within ISAS SYSTEMS Group and with the third parties engaged by us.

#### **Data processing addendum**

To enable you to be compliant with your data protection obligations , we are prepared to sign an appropriate Data Processing Addendum (DPA). You can request a DPA from ISAS SYSTEMS by completing this [form](https://accounts.zoho.com/u/h#privacy/dpa). Once we get your request, we'll forward the DPA to you for your signature.

#### **Automation and Artificial Intelligence**

In order to provide enhanced productivity and predictive capabilities to our users, we employ a variety of technologies such as regex parsing, template matching, artificial intelligence and machine learning. In keeping with ISAS SYSTEMS promise not to exploit your data in a way that is not respectful of your privacy and confidentiality expectations, we make only the following limited use of service data for these technologies: (i) using anonymized crops of service data to improve accuracy of the algorithms; and (ii) using your organization's data for developing models specific for your organization. Our automation and artificial intelligence technologies are mostly powered by our own organization's data such as internal communications, communications with customers and internal documents as well as free and paid external sources.

#### **Do Not Track (DNT) requests**

Some internet browsers have enabled 'Do Not Track' (DNT) features, which send out a signal (called the DNT signal) to the websites that you visit indicating that you don't wish to be tracked. Currently, there is no standard that governs what websites can or should do when they receive these signals. For now, we do not take action in response to these signals.

#### **External links on our websites**

Some pages of our websites may contain links to websites that are not linked to this Privacy Policy. If you submit your personal information to any of these third-party sites, your personal information is governed by their privacy policies. As a safety measure, we recommend that you not share any personal information with these third parties unless you've checked their privacy policies and assured yourself of their privacy practices.

#### **Blogs and forums**

We offer publicly accessible blogs and forums on our websites. Please be aware that any information you provide on these blogs and forums may be used to contact you with unsolicited messages. We urge you to be cautious in disclosing personal information in our blogs and forums. ISAS SYSTEMS is not responsible for the personal information you elect to disclose publicly. Your posts and certain profile information may remain even after you terminate your account with ISAS SYSTEMS. To request the removal of your information from our blogs and forums, you can contact us at [info@isassystems.com](mailto:abuse@zohocorp.com)

#### **Social media widgets**

Our websites include social media widgets such as Facebook "like" buttons and Twitter "tweet" buttons that let you share articles and other information. These widgets may collect information such as your IP address and the pages you navigate in the website, and may set a cookie to enable the widgets to function properly. Your interactions with these widgets are governed by the privacy policies of the companies providing them.

#### **Disclosures in compliance with legal obligations**

We may be required by law to preserve or disclose your personal information and service data to comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements.

#### **Enforcement of our rights**

We may disclose personal information and service data to a third party if we believe that such disclosure is necessary for preventing fraud, spam filtering, investigating any suspected illegal activity, enforcing our agreements or policies, or protecting the safety of our users.

#### **Business Transfers**

We do not intend to sell our business. However, in the unlikely event that we sell our business or get acquired or merged, we will ensure that the acquiring entity is legally bound to honor our commitments to you. We will notify you via email or through a prominent notice on our website of any change in ownership or in the uses of your personal information and service data. We will also notify you about any choices you may have regarding your personal information and service data.

#### **Compliance with this Privacy Policy**

We make every effort, including periodic reviews, to ensure that personal information you provide is used in conformity with this Privacy Policy. If you have any concerns about our adherence to this Privacy Policy or the manner in which your personal information is used, kindly write to us [[info@isassystems.com](mailto:abuse@zohocorp.com)](mailto:privacy@zohocorp.com)We'll contact you, and if required, coordinate with the appropriate regulatory authorities to effectively address your concerns.

#### **Notification of changes**

We may modify the Privacy Policy at any time, upon notifying you through a service announcement or by sending an email to your primary email address. If we make significant changes to the Privacy Policy that affect your rights, you will be provided with at least 30 days' advance notice of the changes by email to your primary email address. However, if you have not verified your email address, you may miss important notifications that we send through email. If you think that the updated Privacy Policy affects your rights with respect to your use of our products or services, you may terminate your use by sending us an email within 30 days. Your continued use after the effective date of changes to the Privacy Policy will be deemed to be your agreement to the modified Privacy Policy. You will not receive email notification of minor changes to the Privacy Policy. If you are concerned about how your personal information is used, you should check back at [info@isassystems.com](mailto:abuse@zohocorp.com)

 periodically.

California Privacy Policy:

### **ISAS SYSTEMS”s Privacy Commitment**

ISAS SYSTEMS has worried about customer and user privacy for more than 25 years, long before it became fashionable, politically correct, or legally binding to take such a position. We ask for only the least amount of information necessary, gathering only what we believe is essential for doing business, or for the specific transaction at hand. We let customers know the information we have on them and allow them to opt out of specific engagements. But, by far, our biggest commitment is that we do not make a single dollar from advertising revenue—never have, never will—even from the free editions of our products. This means we avoid the fundamental conflict of interest between gathering customer information and fueling advertising revenue, and the unavoidable compromises in customer privacy that it brings.

The goal of this policy is to make explicit the information we gather, how we will use it, and how we will not. This policy is unfortunately longer than we would like, but we must unambiguously address all the relevant cases. We will try and keep the language simple and direct as much as possible.

### **Scope of this Privacy Policy**

This Privacy Policy applies to all ISAS SYSTEMS websites that link to it. It also applies to the products and services provided by ISAS SYSTEMS through these websites, our mobile applications, and applications posted by ISAS SYSTEMS on ISAS SYSTEMS online marketplace and in other third-party online marketplaces. This Privacy Policy does not apply to any of our websites, products or services that have a separate privacy policy.

This Privacy Policy is divided into three parts:

##### [**Part I – Information ISAS SYSTEMS collects and processes as a business**](https://www.zoho.com/en-us/ca/privacy.html#part-one)

This part deals with how ISAS SYSTEMS collects and uses information about website visitors, potential customers, users of ISAS SYSTEMS products and services, and others who contact ISAS SYSTEMS through forms or email addresses published on or linked to our websites.

##### [**Part II – Information that ISAS SYSTEMS processes as a service provider**](https://www.zoho.com/en-us/ca/privacy.html#part-two)

This part deals with how ISAS SYSTEMS handles data that you entrust to ISAS SYSTEMS when you use our products and services, or when you share any personal or confidential information with us while requesting customer support.

##### [**Part III – General**](https://www.zoho.com/en-us/ca/privacy.html#part-three)

This part deals with topics that are relevant to both Parts I and II, and other general topics such as ISAS SYSTEMS security commitments and how we will inform you when we change this Privacy Policy.

### **What information ISAS SYSTEMS collects**

We collect information about you only if we need the information for some legitimate purpose. ISAS SYSTEMS will have information about you only if (a) you have provided the information yourself, (b) ISAS SYSTEMS has automatically collected the information, or (c) ISAS SYSTEMS has obtained the information from a third party. Below we describe the various scenarios that fall under each of those three categories and the information collected in each one. Personal information collected by us in the 12 months preceding this Privacy Policy's last update are also consistent with the following.

Information that you provide us

i. *Account signup*: When you sign up for an account to access one or more of our services, we ask for information like your name, contact number, email address, company name and country to complete the account signup process. You'll also be required to choose a unique username and a password for accessing the created account. You may also provide us with more information such as your photo, time zone and language, but we don't require that information to sign up for an account. After signing up, you will have the option of choosing a security question and an answer to the security question — if you provide these, they will be used only while resetting your password.

ii. *Event registrations and other form submissions:*We record information that you submit when you (i) register for any event, including webinars or seminars, (ii) subscribe to our newsletter or any other mailing list, (iii) submit a form in order to download any product, whitepaper, or other materials, (iv) participate in contests or respond to surveys, or (v) submit a form to request customer support, get a quote or to contact ISAS SYSTEMS for any other purpose.

iii. *Payment processing*: When you buy something from us, we ask you to provide your name, contact information, and credit card information or other payment account information. When you submit your card information, we store the name and address of the cardholder, the expiry date and the last four digits of the credit card number. We do not store the actual credit card number. For quick processing of future payments, if you have given us your approval, we may store your credit card information or other payment information in an encrypted format in the secured servers of our Payment Gateway Service Providers.

iv. *Testimonials*: When you authorize us to post testimonials about our products and services on websites, we may include your name and other personal information in the testimonial. You will be given an opportunity to review and approve the testimonial before we post it. If you wish to update or delete your testimonial, you can contact us at [info@isassystems.com](mailto:abuse@zohocorp.com)

v. *Interactions with* ISAS SYSTEMS: We may record, analyze and use your interactions with us, including email, telephone, and chat conversations with our sales and customer support professionals, for improving our interactions with you and other customers.

Information that we collect automatically

i. *Information from browsers, devices and servers :* When you visit our websites, we collect information that web browsers, mobile devices and servers make available, such as the internet protocol address, browser type, language preference, time zone, referring URL, date and time of access, operating system, mobile device manufacturer and mobile network information. We include these in our log files to understand more about visitors to our websites.

ii. *Information from cookies and tracking technologies :*We use temporary and permanent cookies to identify users of our services and to enhance user experience. We embed unique identifiers in our downloadable products to track usage of the products. We also use cookies, beacons, tags, scripts, and other similar technologies to identify visitors, track website navigation, gather demographic information about visitors and users, understand email campaign effectiveness and for targeted visitor and user engagement by tracking your activities on our websites. We mostly use first-party cookies and do not use third-party cookies or other third-party tracking technologies on our websites for non-essential or intrusive tracking. You can learn more about the cookies used on our websites [here](https://www.zoho.com/privacy/cookie-policy.html). You can also learn more about ISAS SYSTEMS stance against non-essential and intrusive third-party cookies and tracking technology [here](https://www.zoho.com/privacy/cookie-policy.html?src_tab=tp). We also use first-party Local Storage Objects (LSOs) such as HTML5 to store content information and preferences to provide certain features.

iii. *Information from application logs and mobile analytics :* We collect information about your use of our products, services and mobile applications from application logs and in-house usage analytics tools, and use it to understand how your use and needs can improve our products. This information includes clicks, scrolls, features accessed, access time and frequency, errors generated, performance data, storage utilized, user settings and configurations, and devices used to access and their locations.

Information that we collect from third parties

i. *Signups using federated authentication service providers :* You can log in to ISAS SYSTEMS Services using supported federated authentication service providers such as LinkedIn, Microsoft and Google. These services will authenticate your identity and give you the option to share certain personal information with us, such as your name and email address.

ii. *Referrals :* If someone has referred any of our products or services to you through any of our referral programs, that person may have provided us your name, email address and other personal information. You may contact us at [[info@isassystems.com](mailto:abuse@zohocorp.com)](mailto:privacy@zohocorp.com)to request that we remove your information from our database. If you provide us information about another person, or if another person gives us your information, we will only use that information for the specific reason for which it was provided to us.

iii. *Information from our reselling partners and service providers :* If you contact any of our reselling partners, or otherwise express interest in any of our products or services to them, the reselling partner may pass your name, email address, company name and other information to ISAS SYSTEMS. If you register for or attend an event that is sponsored by ISAS SYSTEMS, the event organizer may share your information with us. ISAS SYSTEMS may also receive information about you from review sites if you comment on any review of our products and services, and from other third-party service providers that we engage for marketing our products and services.

iv. *Information from social media sites and other publicly available sources :* When you provide feedback or reviews about our products, interact, or engage with us on marketplaces, review sites or social media sites such as Facebook, Twitter, LinkedIn and Instagram through posts, comments, questions and other interactions, we may collect such publicly available information, including profile information, to allow us to connect with you, improve our products, better understand user reactions and issues, or to reproduce and publish your feedback on our websites. We must tell you that once collected, this information may remain with us even if you delete it from these sites. ISAS SYSTEMS may also add and update information about you, from other publicly available sources.

### **Purposes for using information**

In addition to the purposes mentioned above, we may use your information for the following purposes:

* To communicate with you (such as through email) about products that you have downloaded and services that you have signed up for, changes to this Privacy Policy, changes to the Terms of Service, or important notices;
* To keep you posted on new products and services, upcoming events, offers, promotions and other information that we think will be of interest to you;
* To ask you to participate in surveys, or to solicit feedback on our products and services;
* To set up and maintain your account, and to do all other things required for providing our services, such as enabling collaboration, providing website and mail hosting, and backing up and restoring your data;
* To understand how users use our products and services, to monitor and prevent problems, and to improve our products and services;
* To provide customer support, and to analyze and improve our interactions with customers;
* To detect and prevent fraudulent transactions and other illegal activities, to report spam, and to protect the rights and interests of ISAS SYSTEMS, ISAS SYSTEMS users, third parties and the public;
* To update, expand and analyze our records, identify new customers, and provide products and services that may be of interest to you;
* To analyze trends, administer our websites, and track visitor navigations on our websites to understand what visitors are looking for and to better help them;
* To monitor and improve marketing campaigns and make suggestions relevant to the user.

### **Your choice in information use**

*Opt out of non-essential electronic communications :* You may opt out of receiving newsletters and other non-essential messages by using the ‘unsubscribe' function included in all such messages. However, you will continue to receive essential notices and emails such as account notification emails (password change, renewal reminders, etc.), security incident alerts, security and privacy update notifications, and essential transactional and payment related emails.

*Disable cookies :* You can disable browser cookies before visiting our websites. However, if you do so, you may not be able to use certain features of the websites properly.

*Optional information :* You can choose not to provide optional profile information such as your photo. You can also delete or change your optional profile information. You can always choose not to fill in non-mandatory fields when you submit any form linked to our websites.

### **Who we share your information with**

All ISAS SYSTEMS group entities listed [here](https://www.zoho.com/en-us/ca/privacy/zoho-group.html)have access to the information covered in Part I. We do not sell any personal information. We share your information only in the ways that are described in this Privacy Policy, and only with parties who adopt appropriate confidentiality and security measures.

*Employees and independent contractors*: Employees and independent contractors of relevant ISAS SYSTEMS group entities have access to the information covered in Part I on a need-to-know basis. We require all employees and independent contractors of ISAS SYSTEMS group entities to follow this Privacy Policy for personal information that we share with them.

*Third-party service providers*: We may need to share your personal information and aggregated or de-identified information with third-party service providers that we engage, such as marketing and advertising partners, event organizers, web analytics providers and payment processors. These service providers are authorized to use your personal information only as necessary to provide these services to us.

*Domain registrars*: When you register a domain through ISAS SYSTEMS from domain name registrars, we share your name and contact information such as your physical address, email address and phone number with them as per the ICANN domain registration rules.

*Reselling partners*: We may share your personal information with our authorized reselling partners in your region, solely for the purpose of contacting you about products that you have downloaded or services that you have signed up for. We will give you an option to opt out of continuing to work with that partner.

*Marketplace application developers*: When you install or purchase any application developed using ISAS SYSTEMS APIs that is posted on ISAS SYSTEMS online marketplace, your name and email address will be shared with the developer of the application, so they may engage with you directly as the provider of that application or service. ISAS SYSTEMS does not control the use of your personal information by the developers, which will be based on their own privacy policies.

*Other cases*: Other scenarios in which we may share the same information covered under Parts I and II are described in Part III.

### **Your rights with respect to information we hold about you as a business**

You have the following rights with respect to information that ISAS SYSTEMS holds about you. ISAS SYSTEMS undertakes to provide you the same rights no matter where you choose to live.

*Right to access :* You have the right to access (and obtain a copy of, if required) the categories of personal information that we hold about you, including the information's source, purpose and period of processing, and the persons to whom the information is shared.

*Right to rectification :* You have the right to update the information we hold about you or to rectify any inaccuracies. Based on the purpose for which we use your information, you can instruct us to add supplemental information about you in our database.

*Right to erasure :* You have the right to request that we delete your personal information in certain circumstances, such as when it is no longer necessary for the purpose for which it was originally collected.

*Right to restriction of processing :* You may also have the right to request to restrict the use of your information in certain circumstances, such as when you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

*Right to data portability :* You have the right to transfer your information to a third party in a structured, commonly used and machine-readable format, in circumstances where the information is processed with your consent or by automated means.

Right to object : You have the right to object to the use of your information in certain circumstances, such as the use of your personal information for direct marketing.

Your rights under CCPA

CCPA provides you five rights, of which two are covered as part of the rights listed above. These two are: right to access of personal information and right to request deletion of personal information. The third is the right to opt-out of sale, which is redundant since we promise not to sell or monetize your data in any way. The fourth right available to you under CCPA is the right against discrimination because you exercised the rights available to you and the fifth is the right to protection against waiver of rights.

You can exercise the rights described above, by sending an email to [info@isassystems.com](mailto:abuse@zohocorp.com) or by writing to: Privacy Team, ISAS SYSTEMS Corporation, 4141 Hacienda Drive, Pleasanton CA, USA. Only you, or an agent authorized to make a request on your behalf, may make a request related to your personal information.

We cannot respond to your request if, (i) we cannot verify your identity; or (ii) your request lacks sufficient details to help us handle the request. We endeavor to comply with a request within 45 days of its receipt. If we require more time (up to 90 days), we will inform you, in writing, the reason for the delay.

Any information we provide will only cover the 12-month period preceding the request's receipt. We do not charge a fee to process or respond to your request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

### **Retention of information**

We retain your personal information for as long as it is required for the purposes stated in this Privacy Policy. Sometimes, we may retain your information for longer periods as permitted or required by law, such as to maintain suppression lists, prevent abuse, if required in connection with a legal claim or proceeding, to enforce our agreements, for tax, accounting, or to comply with other legal obligations. When we no longer have a legitimate need to process your information, we will delete or anonymize your information from our active databases. We will also securely store the information and isolate it from further processing on backup discs until deletion is possible.

## **Part II – Information that ISAS SYSTEMS processes as a service provider**

Information entrusted to ISAS SYSTEMS and purpose

*Information provided in connection with services :* You may entrust information that you or your organization (“you”) control, to ISAS SYSTEMS in connection with use of our services or for requesting technical support for our products. This includes information regarding your customers and your employees or data that you hold and use on behalf of another person for a specific purpose, such as a customer to whom you provide services. The data may either be stored on our servers when you use our services, or transferred or shared to us as part of a request for technical support or other services.

*Information from mobile devices :* When you elect to allow it, some of our mobile applications have access to the camera, microphone, call history, contact information, photo library, files and other information stored on your mobile device. Our applications require such access to provide their services. Similarly, when you elect to provide access, location-based information is also collected for purposes including, but not limited to, locating nearby contacts or setting location-based reminders. This information will be exclusively shared with our mapping providers and will be used only for mapping user locations. You may disable the mobile applications' access to this information at any time by editing the settings on your mobile device. The data stored on your mobile device and their location information to which the mobile applications have access will be used in the context of the mobile application, and transferred to and associated with your account in the corresponding services (in which case the data will be stored on our servers) or products (in which case the data will remain with you unless you share it with us).  
  
(All the information entrusted to ISAS SYSTEMS is collectively termed “service data”)

Ownership and control of your service data

We recognize that you own your service data. We provide you complete control of your service data by providing you the ability to (i) access your service data, (ii) share your service data through supported third-party integrations, and (iii) request export or deletion of your service data.

How we use service data

We process your service data when you provide us instructions through the various modules of our services. For example, when you generate an invoice using our invoicing service, information such as the name and address of your customer will be used to generate the invoice; and when you use our campaign management service for email marketing, the email addresses of the persons on your mailing list will be used for sending the emails.

Push notifications

If you have enabled notification on our desktop and mobile applications, we will push notifications through a push notification provider such as Apple Push Notification Service, Google Cloud Messaging or Windows Push Notification Services. You can manage your push notification preferences or deactivate these notifications by turning off notifications in the application or device settings.

Who we share service data with

ISAS SYSTEMS *group and third party sub-contractors*: In order to provide services and technical support for our products, the contracting entity within the ISAS SYSTEMS group engages other [group entities](https://www.zoho.com/en-us/ca/privacy/zoho-group.html)and [third parties](https://www.zoho.com/en-us/ca/privacy/sub-contractors.html).

*Employees and independent contractors :* We may provide access to your service data to our employees and individuals who are independent contractors of the ISAS SYSTEMS group entities involved in providing the services (collectively our “employees”) so that they can (i) identify, analyze and resolve errors, (ii) manually verify emails reported as spam to improve spam detection, or (iii) manually verify scanned images that you submit to us to verify the accuracy of optical character recognition. We ensure that access by our employees to your service data is restricted to specific individuals, and is logged and audited. Our employees will also have access to data that you knowingly share with us for technical support or to import data into our products or services. We communicate our privacy and security guidelines to our employees and strictly enforce privacy safeguards within the ISAS SYSTEMS group.

*Collaborators and other users :* Some of our products or services allow you to collaborate with other users or third parties. Initiating collaboration may enable other collaborators to view some or all of your profile information. For example, when you edit a document that you have shared with other persons for collaboration, your name and profile picture will be displayed next to your edits to allow your collaborators to know that you made those edits.

*Third-party integrations you have enabled :* Most of our products and services support integrations [with third-party products and services](https://www.zoho.com/r/legal/third-party-apis-terms.html). If you choose to enable any third-party integrations, you may be allowing the third party to access your service data and personal information about you. We encourage you to review the privacy practices of the third-party services and products before you enable integrations with them.

*Other cases :* Other scenarios in which we may share information that are common to information covered under Parts I and II are described in Part III.

Retention of information

We hold the data in your account as long as you choose to use ISAS SYSTEMS Services. Once you terminate your ISAS SYSTEMS user account, your data will eventually get deleted from active database during the next clean-up that occurs once in 6 months. The data deleted from active database will be deleted from backups after 3 months.

## **Part III – General**

### **Children's personal information**

Our products and services are not directed to individuals under 16. ISAS SYSTEMS does not knowingly collect personal information from children who are under 16 years of age for its own purposes. If we become aware that a child under 16 has provided us with personal information, we will take steps to delete such information. If you believe that a child under 16 years has provided personal information to us, please write to [info@isassystems.com](mailto:abuse@zohocorp.com) with the details, and we will take the necessary steps to delete the information we hold about that child. However, using our products, you can collect information about individuals who may be children. If you process information relating to children, you acknowledge and agree that you will be responsible for complying with the applicable laws and regulations related to protection of such personal information.

### **How secure is your information**

At ISAS SYSTEMS, we take data security very seriously. That's why we have gotten certified for industry standards mentioned [here](https://www.zoho.com/compliance.html). We have taken steps to implement appropriate administrative, technical & physical safeguards to prevent unauthorized access, use, modification, disclosure or destruction of the information you entrust to us. If you have any concerns regarding the security of your data, we encourage you to check our [Security Policy](https://www.zoho.com/security.html)or write to us at [info@isassystems.com](mailto:abuse@zohocorp.com) with any questions.

### **Data Protection Officer**

We have appointed a Data Protection Officer to oversee our management of your personal information in accordance with this Privacy Policy. If you have any questions or concerns about our privacy practices with respect to your personal information, you can reach out to our Data Protection Officer by sending an email to [info@isassystems.com](mailto:abuse@zohocorp.com) or by writing to: Data Protection Officer, ISAS SYSTEMS Corporation, 4141 Hacienda Drive, Pleasanton, CA 94588, USA.

### **Locations and international transfers**

We share your personal information and service data within the ISAS SYSTEMS Group and with third parties engaged by ISAS SYSTEMS Group for the purposes described above. By accessing or using our products and services or otherwise providing personal information or service data to us, you understand that the processing, transfer, and storage of your personal information or Service Data within the United States of America, the European Economic Area (EEA) and other countries where ISAS SYSTEMS operates.

### **Data processing addendum**

To enable you to be compliant with your data protection obligations , we are prepared to sign an appropriate Data Processing Addendum (DPA). You can request a DPA from ISAS SYSTEMS by completing this [form](https://accounts.zoho.com/u/h#privacy/dpa/ccpa). Once we get your request, we'll forward the DPA to you for your signature.

### **Automation and Artificial Intelligence**

In order to provide enhanced productivity and predictive capabilities to our users, we employ a variety of technologies such as regex parsing, template matching, artificial intelligence and machine learning. In keeping with ISAS SYSTEMS promise not to exploit your data in a way that is not respectful of your privacy and confidentiality expectations, we make only the following limited use of service data for these technologies: (i) using anonymized crops of service data to improve accuracy of the algorithms; and (ii) using your organization's data for developing models specific for your organization. Our automation and artificial intelligence technologies are mostly powered by our own organization's data such as internal communications, communications with customers and internal documents as well as free and paid external sources.

### **Do Not Track (DNT) requests**

Some internet browsers have enabled 'Do Not Track' (DNT) features, which send out a signal (called the DNT signal) to the websites that you visit indicating that you don't wish to be tracked. Currently, there is no standard that governs what websites can or should do when they receive these signals. For now, we do not take action in response to these signals.

### **External links on our websites**

Some pages of our websites may contain links to websites that are not linked to this Privacy Policy. If you submit your personal information to any of these third-party sites, your personal information is governed by their privacy policies. As a safety measure, we recommend that you not share any personal information with these third parties unless you've checked their privacy policies and assured yourself of their privacy practices.

### **Blogs and forums**

We offer publicly accessible blogs and forums on our websites. Please be aware that any information you provide on these blogs and forums may be used to contact you with unsolicited messages. We urge you to be cautious in disclosing personal information in our blogs and forums. ISAS SYSTEMS is not responsible for the personal information you elect to disclose publicly. Your posts and certain profile information may remain even after you terminate your account with ISAS SYSTEMS. To request the removal of your information from our blogs and forums, you can contact us at [info@isassystems.com](mailto:abuse@zohocorp.com)

**Social media widgets**

Our websites include social media widgets such as Facebook "like" buttons and Twitter "tweet" buttons that let you share articles and other information. These widgets may collect information such as your IP address and the pages you navigate in the website, and may set a cookie to enable the widgets to function properly. Your interactions with these widgets are governed by the privacy policies of the companies providing them.

### **Disclosures in compliance with legal obligations**

We may be required by law to preserve or disclose your personal information and service data to comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements.

### **Enforcement of our rights**

We may disclose personal information and service data to a third party if we believe that such disclosure is necessary for preventing fraud, spam filtering, investigating any suspected illegal activity, enforcing our agreements or policies, or protecting the safety of our users.

### **Business Transfers**

We do not intend to sell our business. However, in the unlikely event that we sell our business or get acquired or merged, we will ensure that the acquiring entity is legally bound to honor our commitments to you. We will notify you via email or through a prominent notice on our website of any change in ownership or in the uses of your personal information and service data. We will also notify you about any choices you may have regarding your personal information and service data.

### **Compliance with this Privacy Policy**

We make every effort, including periodic reviews, to ensure that personal information you provide is used in conformity with this Privacy Policy. If you have any concerns about our adherence to this Privacy Policy or the manner in which your personal information is used, kindly write to us [info@isassystems.com](mailto:abuse@zohocorp.com) We'll contact you, and if required, coordinate with the appropriate regulatory authorities to effectively address your concerns.

### **Notification of changes**

We may modify the Privacy Policy at any time, upon notifying you through a service announcement or by sending an email to your primary email address. If we make significant changes to the Privacy Policy that affect your rights, you will be provided with at least 30 days' advance notice of the changes by email to your primary email address. However, if you have not verified your email address, you may miss important notifications that we send through email. If you think that the updated Privacy Policy affects your rights with respect to your use of our products or services, you may terminate your use by sending us an email within 30 days. Your continued use after the effective date of changes to the Privacy Policy will be deemed to be your agreement to the modified Privacy Policy. You will not receive email notification of minor changes to the Privacy Policy. If you are concerned about how your personal information is used, you should check back at l[info@isassystems.com](mailto:abuse@zohocorp.com) periodically.

California Privacy Policy:

### **What information ISAS SYSTEMS collects**

We collect information about you only if we need the information for some legitimate purpose. ISAS SYSTEMS will have information about you only if (a) you have provided the information yourself, (b) ISAS SYSTEMS has automatically collected the information, or (c) ISAS SYSTEMS has obtained the information from a third party. Below we describe the various scenarios that fall under each of those three categories and the information collected in each one. Personal information collected by us in the 12 months preceding this Privacy Policy's last update are also consistent with the following.

Information that you provide us

i. *Account signup*: When you sign up for an account to access one or more of our services, we ask for information like your name, contact number, email address, company name and country to complete the account signup process. You'll also be required to choose a unique username and a password for accessing the created account. You may also provide us with more information such as your photo, time zone and language, but we don't require that information to sign up for an account. After signing up, you will have the option of choosing a security question and an answer to the security question — if you provide these, they will be used only while resetting your password.

ii. *Event registrations and other form submissions:*We record information that you submit when you (i) register for any event, including webinars or seminars, (ii) subscribe to our newsletter or any other mailing list, (iii) submit a form in order to download any product, whitepaper, or other materials, (iv) participate in contests or respond to surveys, or (v) submit a form to request customer support, get a quote or to contact ISAS SYSTEMS for any other purpose.

iii. *Payment processing*: When you buy something from us, we ask you to provide your name, contact information, and credit card information or other payment account information. When you submit your card information, we store the name and address of the cardholder, the expiry date and the last four digits of the credit card number. We do not store the actual credit card number. For quick processing of future payments, if you have given us your approval, we may store your credit card information or other payment information in an encrypted format in the secured servers of our Payment Gateway Service Providers.

iv. *Testimonials*: When you authorize us to post testimonials about our products and services on websites, we may include your name and other personal information in the testimonial. You will be given an opportunity to review and approve the testimonial before we post it. If you wish to update or delete your testimonial, you can contact us at [info@isassystems.com](mailto:abuse@zohocorp.com).

v. *Interactions with ISAS SYSTEMS*: We may record, analyze and use your interactions with us, including email, telephone, and chat conversations with our sales and customer support professionals, for improving our interactions with you and other customers.

Information that we collect automatically

i. *Information from browsers, devices and servers :* When you visit our websites, we collect information that web browsers, mobile devices and servers make available, such as the internet protocol address, browser type, language preference, time zone, referring URL, date and time of access, operating system, mobile device manufacturer and mobile network information. We include these in our log files to understand more about visitors to our websites.

ii. *Information from cookies and tracking technologies :*We use temporary and permanent cookies to identify users of our services and to enhance user experience. We embed unique identifiers in our downloadable products to track usage of the products. We also use cookies, beacons, tags, scripts, and other similar technologies to identify visitors, track website navigation, gather demographic information about visitors and users, understand email campaign effectiveness and for targeted visitor and user engagement by tracking your activities on our websites. We mostly use first-party cookies and do not use third-party cookies or other third-party tracking technologies on our websites for non-essential or intrusive tracking. You can learn more about the cookies used on our websites [here](https://www.zoho.com/privacy/cookie-policy.html). You can also learn more about ISAS SYSTEMS stance against non-essential and intrusive third-party cookies and tracking technology [here](https://www.zoho.com/privacy/cookie-policy.html?src_tab=tp). We also use first-party Local Storage Objects (LSOs) such as HTML5 to store content information and preferences to provide certain features.

iii. *Information from application logs and mobile analytics :* We collect information about your use of our products, services and mobile applications from application logs and in-house usage analytics tools, and use it to understand how your use and needs can improve our products. This information includes clicks, scrolls, features accessed, access time and frequency, errors generated, performance data, storage utilized, user settings and configurations, and devices used to access and their locations.

Information that we collect from third parties

i. *Signups using federated authentication service providers :* You can log in to ISAS SYSTEMS Services using supported federated authentication service providers such as LinkedIn, Microsoft and Google. These services will authenticate your identity and give you the option to share certain personal information with us, such as your name and email address.

ii. *Referrals :* If someone has referred any of our products or services to you through any of our referral programs, that person may have provided us your name, email address and other personal information. You may contact us at [[info@isassystems.com](mailto:abuse@zohocorp.com)](mailto:privacy@zohocorp.com)to request that we remove your information from our database. If you provide us information about another person, or if another person gives us your information, we will only use that information for the specific reason for which it was provided to us.

iii. *Information from our reselling partners and service providers :* If you contact any of our reselling partners, or otherwise express interest in any of our products or services to them, the reselling partner may pass your name, email address, company name and other information to ISAS SYSTEMS. If you register for or attend an event that is sponsored by ISAS SYSTEMS, the event organizer may share your information with us. ISAS SYSTEMS may also receive information about you from review sites if you comment on any review of our products and services, and from other third-party service providers that we engage for marketing our products and services.

iv. *Information from social media sites and other publicly available sources :* When you provide feedback or reviews about our products, interact, or engage with us on marketplaces, review sites or social media sites such as Facebook, Twitter, LinkedIn and Instagram through posts, comments, questions and other interactions, we may collect such publicly available information, including profile information, to allow us to connect with you, improve our products, better understand user reactions and issues, or to reproduce and publish your feedback on our websites. We must tell you that once collected, this information may remain with us even if you delete it from these sites. ISAS SYSTEMS may also add and update information about you, from other publicly available sources.

### **Purposes for using information**

In addition to the purposes mentioned above, we may use your information for the following purposes:

* To communicate with you (such as through email) about products that you have downloaded and services that you have signed up for, changes to this Privacy Policy, changes to the Terms of Service, or important notices;
* To keep you posted on new products and services, upcoming events, offers, promotions and other information that we think will be of interest to you;
* To ask you to participate in surveys, or to solicit feedback on our products and services;
* To set up and maintain your account, and to do all other things required for providing our services, such as enabling collaboration, providing website and mail hosting, and backing up and restoring your data;
* To understand how users use our products and services, to monitor and prevent problems, and to improve our products and services;
* To provide customer support, and to analyze and improve our interactions with customers;
* To detect and prevent fraudulent transactions and other illegal activities, to report spam, and to protect the rights and interests of ISAS SYSTEMS, ISAS SYSTEMS users, third parties and the public;
* To update, expand and analyze our records, identify new customers, and provide products and services that may be of interest to you;
* To analyze trends, administer our websites, and track visitor navigations on our websites to understand what visitors are looking for and to better help them;
* To monitor and improve marketing campaigns and make suggestions relevant to the user.

### **Your choice in information use**

*Opt out of non-essential electronic communications :* You may opt out of receiving newsletters and other non-essential messages by using the ‘unsubscribe' function included in all such messages. However, you will continue to receive essential notices and emails such as account notification emails (password change, renewal reminders, etc.), security incident alerts, security and privacy update notifications, and essential transactional and payment related emails.

*Disable cookies :* You can disable browser cookies before visiting our websites. However, if you do so, you may not be able to use certain features of the websites properly.

*Optional information :* You can choose not to provide optional profile information such as your photo. You can also delete or change your optional profile information. You can always choose not to fill in non-mandatory fields when you submit any form linked to our websites.

### **Who we share your information with**

All ISAS SYSTEMS group entities listed [here](https://www.zoho.com/en-us/ca/privacy/zoho-group.html)have access to the information covered in Part I. We do not sell any personal information. We share your information only in the ways that are described in this Privacy Policy, and only with parties who adopt appropriate confidentiality and security measures.

*Employees and independent contractors*: Employees and independent contractors of relevant ISAS SYSTEMS group entities have access to the information covered in Part I on a need-to-know basis. We require all employees and independent contractors of ISAS SYSTEMS group entities to follow this Privacy Policy for personal information that we share with them.

*Third-party service providers*: We may need to share your personal information and aggregated or de-identified information with third-party service providers that we engage, such as marketing and advertising partners, event organizers, web analytics providers and payment processors. These service providers are authorized to use your personal information only as necessary to provide these services to us.

*Domain registrars*: When you register a domain through ISAS SYSTEMS from domain name registrars, we share your name and contact information such as your physical address, email address and phone number with them as per the ICANN domain registration rules.

*Reselling partners*: We may share your personal information with our authorized reselling partners in your region, solely for the purpose of contacting you about products that you have downloaded or services that you have signed up for. We will give you an option to opt out of continuing to work with that partner.

*Marketplace application developers*: When you install or purchase any application developed using ISAS SYSTEMS APIs that is posted on ISAS SYSTEMS online marketplace, your name and email address will be shared with the developer of the application, so they may engage with you directly as the provider of that application or service. ISAS SYSTEMS does not control the use of your personal information by the developers, which will be based on their own privacy policies.

*Other cases*: Other scenarios in which we may share the same information covered under Parts I and II are described in Part III.

### **Your rights with respect to information we hold about you as a business**

You have the following rights with respect to information that ISAS SYSTEMS holds about you. ISAS SYSTEMS undertakes to provide you the same rights no matter where you choose to live.

*Right to access :* You have the right to access (and obtain a copy of, if required) the categories of personal information that we hold about you, including the information's source, purpose and period of processing, and the persons to whom the information is shared.

*Right to rectification :* You have the right to update the information we hold about you or to rectify any inaccuracies. Based on the purpose for which we use your information, you can instruct us to add supplemental information about you in our database.

*Right to erasure :* You have the right to request that we delete your personal information in certain circumstances, such as when it is no longer necessary for the purpose for which it was originally collected.

*Right to restriction of processing :* You may also have the right to request to restrict the use of your information in certain circumstances, such as when you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

*Right to data portability :* You have the right to transfer your information to a third party in a structured, commonly used and machine-readable format, in circumstances where the information is processed with your consent or by automated means.

Right to object : You have the right to object to the use of your information in certain circumstances, such as the use of your personal information for direct marketing.

Your rights under CCPA

CCPA provides you five rights, of which two are covered as part of the rights listed above. These two are: right to access of personal information and right to request deletion of personal information. The third is the right to opt-out of sale, which is redundant since we promise not to sell or monetize your data in any way. The fourth right available to you under CCPA is the right against discrimination because you exercised the rights available to you and the fifth is the right to protection against waiver of rights.

You can exercise the rights described above, by sending an email to [info@isassystems.com](mailto:abuse@zohocorp.com) or by writing to: Privacy Team, ISAS SYSTEMS Corporation, 4141 Hacienda Drive, Pleasanton CA, USA. Only you, or an agent authorized to make a request on your behalf, may make a request related to your personal information.

We cannot respond to your request if, (i) we cannot verify your identity; or (ii) your request lacks sufficient details to help us handle the request. We endeavor to comply with a request within 45 days of its receipt. If we require more time (up to 90 days), we will inform you, in writing, the reason for the delay.

Any information we provide will only cover the 12-month period preceding the request's receipt. We do not charge a fee to process or respond to your request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

### **Retention of information**

We retain your personal information for as long as it is required for the purposes stated in this Privacy Policy. Sometimes, we may retain your information for longer periods as permitted or required by law, such as to maintain suppression lists, prevent abuse, if required in connection with a legal claim or proceeding, to enforce our agreements, for tax, accounting, or to comply with other legal obligations. When we no longer have a legitimate need to process your information, we will delete or anonymize your information from our active databases. We will also securely store the information and isolate it from further processing on backup discs until deletion is possible.

## **Part II – Information that ISAS SYSTEMS processes as a service provider**

Information entrusted to ISAS SYSTEMS and purpose

*Information provided in connection with services :* You may entrust information that you or your organization (“you”) control, to ISAS SYSTEMS in connection with use of our services or for requesting technical support for our products. This includes information regarding your customers and your employees or data that you hold and use on behalf of another person for a specific purpose, such as a customer to whom you provide services. The data may either be stored on our servers when you use our services, or transferred or shared to us as part of a request for technical support or other services.

*Information from mobile devices :* When you elect to allow it, some of our mobile applications have access to the camera, microphone, call history, contact information, photo library, files and other information stored on your mobile device. Our applications require such access to provide their services. Similarly, when you elect to provide access, location-based information is also collected for purposes including, but not limited to, locating nearby contacts or setting location-based reminders. This information will be exclusively shared with our mapping providers and will be used only for mapping user locations. You may disable the mobile applications' access to this information at any time by editing the settings on your mobile device. The data stored on your mobile device and their location information to which the mobile applications have access will be used in the context of the mobile application, and transferred to and associated with your account in the corresponding services (in which case the data will be stored on our servers) or products (in which case the data will remain with you unless you share it with us).  
  
(All the information entrusted to ISAS SYSTEMS is collectively termed “service data”)

Ownership and control of your service data

We recognize that you own your service data. We provide you complete control of your service data by providing you the ability to (i) access your service data, (ii) share your service data through supported third-party integrations, and (iii) request export or deletion of your service data.

How we use service data

We process your service data when you provide us instructions through the various modules of our services. For example, when you generate an invoice using our invoicing service, information such as the name and address of your customer will be used to generate the invoice; and when you use our campaign management service for email marketing, the email addresses of the persons on your mailing list will be used for sending the emails.

Push notifications

If you have enabled notification on our desktop and mobile applications, we will push notifications through a push notification provider such as Apple Push Notification Service, Google Cloud Messaging or Windows Push Notification Services. You can manage your push notification preferences or deactivate these notifications by turning off notifications in the application or device settings.

Who we share service data with

ISAS SYSTEMS *group and third party sub-contractors*: In order to provide services and technical support for our products, the contracting entity within the ISAS SYSTEMS group engages other [group entities](https://www.zoho.com/en-us/ca/privacy/zoho-group.html)and [third parties](https://www.zoho.com/en-us/ca/privacy/sub-contractors.html).

*Employees and independent contractors :* We may provide access to your service data to our employees and individuals who are independent contractors of the ISAS SYSTEMS group entities involved in providing the services (collectively our “employees”) so that they can (i) identify, analyze and resolve errors, (ii) manually verify emails reported as spam to improve spam detection, or (iii) manually verify scanned images that you submit to us to verify the accuracy of optical character recognition. We ensure that access by our employees to your service data is restricted to specific individuals, and is logged and audited. Our employees will also have access to data that you knowingly share with us for technical support or to import data into our products or services. We communicate our privacy and security guidelines to our employees and strictly enforce privacy safeguards within the ISAS SYSTEMS group.

*Collaborators and other users :* Some of our products or services allow you to collaborate with other users or third parties. Initiating collaboration may enable other collaborators to view some or all of your profile information. For example, when you edit a document that you have shared with other persons for collaboration, your name and profile picture will be displayed next to your edits to allow your collaborators to know that you made those edits.

*Third-party integrations you have enabled :* Most of our products and services support integrations [with third-party products and services](https://www.zoho.com/r/legal/third-party-apis-terms.html). If you choose to enable any third-party integrations, you may be allowing the third party to access your service data and personal information about you. We encourage you to review the privacy practices of the third-party services and products before you enable integrations with them.

*Other cases :* Other scenarios in which we may share information that are common to information covered under Parts I and II are described in Part III.

Retention of information

We hold the data in your account as long as you choose to use ISAS SYSTEMS Services. Once you terminate your ISAS SYSTEMS user account, your data will eventually get deleted from active database during the next clean-up that occurs once in 6 months. The data deleted from active database will be deleted from backups after 3 months.

## **Part III – General**

### **Children's personal information**

Our products and services are not directed to individuals under 16. ISAS SYSTEMS does not knowingly collect personal information from children who are under 16 years of age for its own purposes. If we become aware that a child under 16 has provided us with personal information, we will take steps to delete such information. If you believe that a child under 16 years has provided personal information to us, please write to [info@isassystems.com](mailto:abuse@zohocorp.com) with the details, and we will take the necessary steps to delete the information we hold about that child. However, using our products, you can collect information about individuals who may be children. If you process information relating to children, you acknowledge and agree that you will be responsible for complying with the applicable laws and regulations related to protection of such personal information.

### **How secure is your information**

At ISAS SYSTEMS, we take data security very seriously. That's why we have gotten certified for industry standards mentioned [here](https://www.zoho.com/compliance.html). We have taken steps to implement appropriate administrative, technical & physical safeguards to prevent unauthorized access, use, modification, disclosure or destruction of the information you entrust to us. If you have any concerns regarding the security of your data, we encourage you to check our [Security Policy](https://www.zoho.com/security.html)or write to us at [info@isassystems.com](mailto:abuse@zohocorp.com) with any questions.

### **Data Protection Officer**

We have appointed a Data Protection Officer to oversee our management of your personal information in accordance with this Privacy Policy. If you have any questions or concerns about our privacy practices with respect to your personal information, you can reach out to our Data Protection Officer by sending an email to [info@isassystems.com](mailto:abuse@zohocorp.com) or by writing to: Data Protection Officer, ISAS SYSTEMS Corporation, 4141 Hacienda Drive, Pleasanton, CA 94588, USA.

### **Locations and international transfers**

We share your personal information and service data within the ISAS SYSTEMS Group and with third parties engaged by ISAS SYSTEMS Group for the purposes described above. By accessing or using our products and services or otherwise providing personal information or service data to us, you understand that the processing, transfer, and storage of your personal information or Service Data within the United States of America, the European Economic Area (EEA) and other countries where ISAS SYSTEMS operates.

### **Data processing addendum**

To enable you to be compliant with your data protection obligations , we are prepared to sign an appropriate Data Processing Addendum (DPA). You can request a DPA from ISAS SYSTEMS by completing this [form](https://accounts.zoho.com/u/h#privacy/dpa/ccpa). Once we get your request, we'll forward the DPA to you for your signature.

### **Automation and Artificial Intelligence**

In order to provide enhanced productivity and predictive capabilities to our users, we employ a variety of technologies such as regex parsing, template matching, artificial intelligence and machine learning. In keeping with ISAS SYSTEMS promise not to exploit your data in a way that is not respectful of your privacy and confidentiality expectations, we make only the following limited use of service data for these technologies: (i) using anonymized crops of service data to improve accuracy of the algorithms; and (ii) using your organization's data for developing models specific for your organization. Our automation and artificial intelligence technologies are mostly powered by our own organization's data such as internal communications, communications with customers and internal documents as well as free and paid external sources.

### **Do Not Track (DNT) requests**

Some internet browsers have enabled 'Do Not Track' (DNT) features, which send out a signal (called the DNT signal) to the websites that you visit indicating that you don't wish to be tracked. Currently, there is no standard that governs what websites can or should do when they receive these signals. For now, we do not take action in response to these signals.

### **External links on our websites**

Some pages of our websites may contain links to websites that are not linked to this Privacy Policy. If you submit your personal information to any of these third-party sites, your personal information is governed by their privacy policies. As a safety measure, we recommend that you not share any personal information with these third parties unless you've checked their privacy policies and assured yourself of their privacy practices.

### **Blogs and forums**

We offer publicly accessible blogs and forums on our websites. Please be aware that any information you provide on these blogs and forums may be used to contact you with unsolicited messages. We urge you to be cautious in disclosing personal information in our blogs and forums. ISAS SYSTEMS is not responsible for the personal information you elect to disclose publicly. Your posts and certain profile information may remain even after you terminate your account with ISAS SYSTEMS. To request the removal of your information from our blogs and forums, you can contact us at [info@isassystems.com](mailto:abuse@zohocorp.com)

**Social media widgets**

Our websites include social media widgets such as Facebook "like" buttons and Twitter "tweet" buttons that let you share articles and other information. These widgets may collect information such as your IP address and the pages you navigate in the website, and may set a cookie to enable the widgets to function properly. Your interactions with these widgets are governed by the privacy policies of the companies providing them.

### **Disclosures in compliance with legal obligations**

We may be required by law to preserve or disclose your personal information and service data to comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements.

### **Enforcement of our rights**

We may disclose personal information and service data to a third party if we believe that such disclosure is necessary for preventing fraud, spam filtering, investigating any suspected illegal activity, enforcing our agreements or policies, or protecting the safety of our users.

### **Business Transfers**

We do not intend to sell our business. However, in the unlikely event that we sell our business or get acquired or merged, we will ensure that the acquiring entity is legally bound to honor our commitments to you. We will notify you via email or through a prominent notice on our website of any change in ownership or in the uses of your personal information and service data. We will also notify you about any choices you may have regarding your personal information and service data.

### **Compliance with this Privacy Policy**

We make every effort, including periodic reviews, to ensure that personal information you provide is used in conformity with this Privacy Policy. If you have any concerns about our adherence to this Privacy Policy or the manner in which your personal information is used, kindly write to us [info@isassystems.com](mailto:abuse@zohocorp.com). We'll contact you, and if required, coordinate with the appropriate regulatory authorities to effectively address your concerns.

### **Notification of changes**

We may modify the Privacy Policy at any time, upon notifying you through a service announcement or by sending an email to your primary email address. If we make significant changes to the Privacy Policy that affect your rights, you will be provided with at least 30 days' advance notice of the changes by email to your primary email address. However, if you have not verified your email address, you may miss important notifications that we send through email. If you think that the updated Privacy Policy affects your rights with respect to your use of our products or services, you may terminate your use by sending us an email within 30 days. Your continued use after the effective date of changes to the Privacy Policy will be deemed to be your agreement to the modified Privacy Policy. You will not receive email notification of minor changes to the Privacy Policy. If you are concerned about how your personal information is used, you should check back [info@isassystems.com](mailto:abuse@zohocorp.com) periodically.

Privacy FAQ:

Frequently Asked Questions on Privacy

Right from our inception, it has been our pledge never to sell your data to third parties, never to misuse it and never to show you ads even in the free version of our products. Here is our CEO narrating our outlook towards the data privacy of our users. This is our commitment to your privacy - our Privacy Policy. It tells you how we collect, store and process your information. You can also check out our FAQ for more information regarding our practices. If you have any further queries, please contact privacy@zohocorp.com

#### **Do you have a privacy policy?**

Yes. Please refer [info@isassystems.com](mailto:abuse@zohocorp.com). Region specific privacy policies are also available in the same page, in the headers.

#### **Does ISAS SYSTEMS comply with the GDPR?**

Yes, you can find more information about our GDPR compliance [here](https://www.zoho.com/gdpr.html)

#### **Where do I find ISAS SYSTEMS terms of service?**

Our terms of service can be accessed at[info@isassystems.com](mailto:abuse@zohocorp.com)

#### **Do you have a dedicated person or team responsible for Privacy?**

Yes, we have a dedicated privacy team to manage the privacy program at ISAS SYSTEMS. We have also appointed a Data Protection Officer (DPO).

#### **Where is my service data stored?**

* The Data Center where your data is stored is selected automatically based on your IP or based on the Country chosen by you while signing up for ISAS SYSTEMS services. To know which Data Center is associated with a particular Country, click [here](https://www.zoho.com/know-your-datacenter.html). Alternatively, at any instant, you can know which Data Center your data resides in by looking at the URL on the browser when you are logged in to ISAS SYSTEMS and are using our applications.
* 1. If the URL is in the format of \*.ISAS SYSTEMS.com (where \* indicates the name of a ISAS SYSTEMS Application such as crm, people, one), then your data is stored in the US(United States) DC.
* 2. If the URL is in the format of \*. ISAS SYSTEMS.eu, then your data is stored in the EU(European) DC.
* 3. If the URL is in the format of \*. ISAS SYSTEMS.in, then your data is stored in the IN(Indian) DC.
* 4. If the URL is in the format of \*. ISAS SYSTEMS.com.au, then your data is stored in the AU(Australian) DC.
* The data center details are also available in the profile section of the ISAS SYSTEMS [accounts page](https://accounts.zoho.com/home#profile/personal) (if you are logged in). It can be viewed by clicking on the profile icon available in the top right corner.

#### **How can I exercise my rights that the GDPR provides for?**

* If you believe that ISAS SYSTEMS owns, controls, or processes information pertaining to you in ISAS SYSTEMS capacity as a Data Controller, then send an email to [info@isassystems.com](mailto:abuse@zohocorp.com) to exercise the rights that the law grants.
* If you are from the European Economic Area and you believe that ISAS SYSTEMS stores, uses, or processes your personal data **on behalf of one of our customers**, please contact **the corresponding customer** directly to access, rectify, erase, restrict, or object to the process, or to export your personal data as our customers will be the data controllers for such data. Controllers are usually the administrator of a given ISAS SYSTEMS service account. Any request for the data that is held by our customers will be forwarded to the respective customers. We will extend our support to our customer in responding to your request within a reasonable time frame.

#### **Who owns the service data?**

As mentioned in [part II of our Privacy Policy](https://www.zoho.com/privacy.html#part-two), you are the owner of the service data(which means that you are the Data Controller). We process your service data based on instructions provided through the User Interface or API of the applicable ISAS SYSTEMS service(i.e, we are the Data Processor). The individuals whose data you may process in our applications are your Data Subjects. We provide you complete control of your service data by providing you the ability to (i) access your service data, (ii) share your service data through supported third-party integrations, and (iii) request export or deletion of your service data.

#### **How secure is my data with ISAS SYSTEMS?**

At ISAS SYSTEMS, we take data security very seriously. That's why we have been audited for industry standards certifications such as ISO 27001, ISO 27017, ISO 27018, ISO 27701 and compliance with the SOC 2 Type II. Please find our compliance details [here](https://www.zoho.com/compliance.html). We have taken steps to implement appropriate administrative, technical & physical safeguards to prevent unauthorized access, use, modification, disclosure or destruction of the information you entrust to us. If you have any concerns regarding the security of your data, we encourage you to check our [Security Whitepaper](https://www.zoho.com/security.html) or write to us at [info@isassystems.com](mailto:abuse@zohocorp.com) with any questions.

#### **How do you ensure that the cross-border data transfer is conducted according to applicable laws and regulations of the European Union such as the GDPR?**

The transfer (access) of data by and between our [group entities](https://www.zoho.com/privacy/zoho-group.html) is based on the intra-company agreement which is mutually signed by all our group entities. This agreement references the model contractual clauses approved by the European Commission. Appropriate Transfer Impact Assessments are conducted for such transfer scenarios and adequate (supplementary) measures are adopted to faciliate the transfers to be compliant with the EU regulations.

#### **Have you appointed a Data Protection Officer?**

Yes, we have appointed a Data Protection Officer (DPO) to oversee our management of your personal data in accordance with our Privacy Policy. If you have any questions or concerns about our privacy practices with respect to your personal data, you can reach out to our DPO, whose contact details are provided in our [Privacy Policy](https://www.zoho.com/privacy.html) under the 'Data Protection Officer' heading.

#### **How do I delete or close my ISAS SYSTEMS account, and delete the data associated with it?**

* If you wish to close your ISAS SYSTEMS account, kindly refer to this FAQ: ["How do I close my ISAS SYSTEMS account? "](https://www.zoho.com/accounts/help/faq.html#87t3bc)
* Once you close your ISAS SYSTEMS account, the data associated with it will be deleted as per our retention policy mentioned in [Part II of our Privacy Policy](https://www.zoho.com/privacy.html#part-two) under the 'Retention of Information' heading.

#### **How do I opt out of marketing emails from ISAS SYSTEMS?**

* You can opt out of receiving newsletters and other non-essential messages by using the Unsubscribe function included in all such messages.
* You can also send an email to [info@isassystems.com](mailto:abuse@zohocorp.com) and we will remove you from our mailing list.
* Certain legislations may require us to provide this option more explicitly for users of certain geographies. This has been fittingly incorporated into our sign up forms and likewise reflects in our related processes. However, please note that you will continue to receive notices and essential transactional emails . For example, updates regarding your ISAS SYSTEMS account, subscription reminders, and other such important updates.

#### **What kind of emails are sent by** ISAS SYSTEMS**?**

* ISAS SYSTEMS, in our capacity of a Data Controller, send you emails providing you with information you've requested us for. We also send mails inviting you to our events, webinars and the like which we think may be of interest to you. This communication is based on the preference you've provided us with. Emails are also generated through your use of our application. These emails are generated by the actions done by you. For example, if you share a document through ISAS SYSTEMS Docs or invite one of your data subjects to join your ISAS SYSTEMS organisation by adding their email ID through the UI or via the API(through your use of our application), they receive an auto-generated email from the respective service notifying the recipient that you've shared a document with them or that you've invited them to join your ISAS SYSTEMS organisation. This is done in our capacity of a Data Processor.

In all cases, if you or your recipient thinks the email is inappropriate or that it has been received in error, you can report it to us at [info@isassystems.com](mailto:abuse@zohocorp.com) and we will take the necessary action

#### **What personal data does ISAS SYSTEMS, as a company, collect and process?**

ISAS SYSTEMS, in its capacity as a data controller, collects information from you (user) either directly or indirectly, which includes the data we collect from you during the sign up process, and the data generated automatically by the devices you use. A detailed explanation of the types of data we collect and the purpose for which it is collected is mentioned in [Part 1 of our Privacy Policy](https://www.zoho.com/privacy.html#part-one).

#### **How and who is notified in case of a data breach at ISAS SYSTEMS end? What is the breach notification timeline?**

Breach notifications to our customers are performed in accordance with our internal Privacy Incident Response Policy. ISAS SYSTEMS Group will notify the customers, without undue delay after becoming aware of the incident. For general incidents that affect all our customers, we will notify customers through our blogs, forums, and social media. With respect to incidents that relate to a specific customer or organization, we will notify the concerned customer or organization through their primary email address.

#### **Does ISAS SYSTEMS employees have access to my data?**

Access to your data is restricted to a small number of employees on a need-to-know basis in order to provide you technical support. This access is reviewed periodically. Appropriate security and privacy controls are implemented to govern the data access.

#### **If I sign up for ISAS SYSTEMS services from zoho.eu, will my data be stored and processed only within the EU? Is there a scenario where my data will be transferred out of the EU?**

* For the most part, yes, the data is fully stored and processed within the EU boundaries. However, in some rare occasions data may be accessed by the employees of our Indian entity (ISAS SYSTEMS Corporation Private Limited), in order to provide you technical support on the basis of the Model Contractual Clauses between ISAS SYSTEMS Netherlands and ISAS SYSTEMS India entities and subject to the Transfer Impact Assessment's supplementary measures. We have a data processing agreement in place based on Standard Contractual Clauses that provides for access to the EU data center by the employees of ISAS SYSTEMS India. However, there is no physical transfer of data out of the EU.
* We endeavour to employ the services of third parties and sub-processors who fully process data locally in the EU. In some cases, data may also be shared with our third-parties or sub-processors outside of the EU which is based on the usage of certain features in the product and in such cases, this is carefully analysed, and onboarded Explicit authorisation is sought from the user to enable such transfers. Rest assured, we have executed appropriated agreements with all our third-parties and sub-processors and Transfer Impact Assessments are carried out as applicable. The latest list of our third parties and sub-processors can be viewed [here](https://www.zoho.com/privacy/sub-processors.html).

#### **How can I get a copy of your data processing addendum(DPA)?**

* If you are the organization administrator and would like to sign a DPA with us for your organization, we have made our DPA available to be signed electronically in just a few easy steps.  
  You can click [here](https://accounts.zoho.eu/u/h#privacy/dpa) to initiate the signing process.

**Note:** Make sure that you have logged into your ISAS SYSTEMS account before initiating the signing process. You can also drop an email to [info@isassystems.com](mailto:abuse@zohocorp.com)

* to get a copy of the DPA.

#### **Who should I contact in case of questions regarding the DPA?**

If you have any questions regarding the DPA, please drop an email to [info@isassystems.com](mailto:abuse@zohocorp.com)

**Do you share my data with your reselling partners? If so, how can I opt-out?**

* As mentioned in our privacy policy, we may share your personal data with our authorized reselling partners in your region, solely for the purpose of contacting you about products that you have downloaded or services that you have signed up for in the cases where we do not have expertise in assisting you in your regional language. However, we would notify you through email before we share your details with them. Our partners are carefully evaluated before we on-board them. We also execute written agreements with them which defines their responsibilities and ours.

If you do not wish to work with our partners, you can drop us an email at [info@isassystems.com](mailto:abuse@zohocorp.com)

* and we will do the needful.

#### **Does** ISAS SYSTEMS **use cookies? If so, can I disable them?**

* Yes, we use cookies for multiple purposes. We've provided this information in detail in our [Cookie policy](https://www.zoho.com/privacy/cookie-policy.html).
* In ISAS SYSTEMS capacity of a Data Controller, we use cookies to maintain the security of our websites and products, remember your choices, analyse how our users interact with our websites and to improve our services. However, we do not use third-party cookies for the purpose of analytics and tracking user behaviour in our websites.
* In our capacity of a Data Processor, cookies are set by our applications for the purposes of maintaining the security of the applications, to manage some configurations, and to provide a smooth user experience.
* You can disable the cookies in your browser by following the steps provided by the respective internet browsers(more information in our [Cookie policy](https://www.zoho.com/privacy/cookie-policy.html)).
* You can also manage your cookie preference anytime by clicking on 'Manage Cookie Preference' at the top of the [Cookie Policy](https://www.zoho.com/privacy/cookie-policy.html) page or via the Cookie icon that appears at the left bottom most corner of the webpages.
* However, if you choose to disable cookie fully in your browser, some of the website's features may not work as intended and could lead to increased issues with the usability of our website and applications.

#### **How long is my data retained after deletion? When will my data be deleted?**

We hold the data in your account as long as you choose to use Zoho services. Once you terminate your ISAS SYSTEMS account, your data will eventually get deleted from active database during the next clean-up that occurs once in six months. The data deleted from the active database will be deleted from backups after three months.

#### **What is the policy for Inactive accounts?**

We reserve the right to terminate unpaid user accounts that are inactive for a continuous period of 120 days. In the event of such a termination, all data associated with such user account will be deleted. We will provide you prior notice of such a termination and option to back-up your data. Please refer to the section 'Inactive User Accounts Policy' in our [Terms of Service.](https://www.zoho.com/terms.html)

#### **How is my service data handled?**

We process your service data(all of the information that you store and process in and through ISAS SYSTEMS application softwares is collectively referred to as Service Data) based on the instructions provided through the various modules of ISAS SYSTEMS services. For example, when you generate an invoice, information such as the name and address of your customer will be used to generate the invoice; when you use our campaign management service for email marketing, the email addresses of the people on your mailing list will be used for sending the emails. For more details on how your service data is handled, please refer to [Part II of our Privacy Policy](https://www.zoho.com/privacy.html#part-two).

#### **Are sub-contractors or third-party vendors involved in the processing of my service data?**

Yes, sub-contractors and vendors are involved in the processing of service data. However, sub-contractors and vendors may vary based on the ISAS SYSTEMS service you are using. Different ISAS SYSTEMS services may use different sub-processors or vendors for various purposes. The Involvement of a sub-contractor or vendor in the processing of your data depends on your usage of a particular feature within the applicable ISAS SYSTEMS service. The current list of the sub-processors is available [here](https://www.zoho.com/privacy/sub-processors.html). You can always verify this list to learn about the sub-processors used in each ISAS SYSTEMS service. If you are from the EU, you may also want to refer to [Question 17](https://www.zoho.com/privacy/privacy-faq.html#q17) in this FAQ.

#### **Do you sell my data to advertisers?**

No, we don't. As mentioned in our [Privacy Policy](https://www.zoho.com/privacy.html), ISAS SYSTEMS will never sell your information to third parties for advertising, or make money by showing you other people's ads. This has been our approach for almost 20 years, and we remain committed to it. We don't make a single dollar from advertising revenue, even from the free editions of our services. This means we avoid the fundamental conflict of interest between gathering customer information and fuelling advertising revenue, and the unavoidable compromises in customer privacy that it brings. [Check out our CEO's commitment on your Privacy.](https://www.youtube.com/watch?v=IovXB__qQPQ)

#### **Is there an option to export all my service data?**

The export option is provided within the user interface of each service. You can find information on how to export your data and the formats available for exporting your data through the user interface by referring to the help pages of the respective services.

#### **Do you provide an option for deleting any or all of my service data?**

The option to delete the data is provided within the user interface of each Zoh ISAS SYSTEMS o service. While some data may be deleted immediately from the active database, some data might be moved to the recycle bin and will be deleted subsequently. However, the data will remain in the backups for 3 months in encrypted form.

#### **Do any other entities in the ISAS SYSTEMS group have access to or use our data?**

Yes, other entities in the ISAS SYSTEMS Group may have access to your data for the purpose of providing you technical support and during disaster recovery operations. Please refer to ‘Who we share service data with’ in [Part II](https://www.zoho.com/privacy.html#part-two)– Information that ISAS SYSTEMS processes on your behalf of our Privacy Policy.

#### **Does ISAS SYSTEMS disclose our data to law enforcement authorities?**

Yes, if required by law, your personal data and service data may be disclosed or preserved in order to comply with any applicable law, legal process, regulation or governmental request, including to meet national security requirements

**For any other queries related to data privacy, please contact**[info@isassystems.com](mailto:abuse@zohocorp.com)

Cookies Policy:

### **What is a cookie?**

A cookie is a small text file that is stored on your computer or other internet connected device in order to identify your browser, provide analytics, remember information about you such as your language preference or login information. They're completely safe and can't be used to run programs or deliver viruses to your device.You can learn more about cookies by clicking [here](https://www.cloudflare.com/en-in/learning/privacy/what-are-cookies/)(external link).

### **What type of cookies does ISAS SYSTEMS use?**

Cookies can either be session cookies or persistent cookies. A session cookie expires automatically when you close your browser. A persistent cookie will remain until it expires or you delete your cookies. Expiration dates are set in the cookies themselves; some may expire after a few minutes while others may expire after multiple years. Cookies placed by the website you’re visiting are called “first party cookies".

Below is a detailed list of the cookies we use on our website. Our website is scanned with our cookie scanning tool regularly to maintain a list as accurate as possible. We classify cookies in the following categories:

Strictly NecessaryFunctional/PreferenceAnalytics

Strictly Necessary cookies are necessary for our website to function and cannot be switched off in our systems. They are essential in order to enable you to navigate around the website and use its features. If you remove or disable these cookies, we cannot guarantee that you will be able to use our websites.

|  |  |  |
| --- | --- | --- |
| **Cookie Name** | **Purpose** | **Validity** |
| Alphanumeric cookies of length 10 characters(eg: 467aef24c7) | Load balancing and session stickiness | Session |
| csr\* / \*csr\* / \*csr, zmpncc, zfccn | Website security | Session |
| dcl\_pfx\_lcnt | Navigation through cross-domains | Session |
| JSESSIONID | HTTP session token identifier | Session |
| stk, rtk | Login, Signup - Success & failure analysis | Session |
| \_imtrem | Manage the 'Remember me' option | Session |
| \_z\_identity | Manage the user's login session | Session |
| IAMTFA\* | Two Factor Authentication validation | Session |
| \_zsudc | Manage custom domain login sessions | Session |
| zidp | Maintain OpenID sign in options | Session |
| zoho\_fbuid | Maintain Facebook login option | Session |
| GAUTH\_TICKET | Provide the authentication token in mobile apps for mobile sign in ability | Session |
| tfa\_ac | Two Factor Authentication management | Session |
| clientauthtoken | Support sign in for client portal | Session |
| \_iamadt, \_iambdt | Manage logged in user session | 1 month |
| zip | Store IP locale country value for proper website operations | 1 day |
| AKA\_A2 | Performance optimisation in loading of pages | 1 hour |
| dcl\_bd | Stores the base domain of the current dc(data center) for proper cross data center domain navigation | Session |
| is\_pfx | Stores the current web URL domain prefix information | Session |
| IAMTFATICKET\_<zuid> | Stores the trusted browser session, when "Trust this Browser" option is enabled during TFA verification by the user. | 180day(s) |
| ^(?=.\*\d)[a-z0-9]{37}\_user\_uuid$ | Account and Session Management | 6 hours |
| ^IAMSATCK\_[0-9]+$ | It is used cases like control signin brute Force attacks from a browser | 90 days |
| aprmjrnpkcrkks | Security of website/application | Session |
| BuildCookie\_AssetType | Build management | 6 months |
| IAM\_TEST\_COOKIE | Security of website/application | 1 day |
| PHPSESSID | PHP session cookie associated with embedded content from this domain. | 2 days |
| wms-tkp-token | This is set by IAM filter to facilitate WMS authentication | 1 month |
| wms.agent | This cookie is also set by IAM filter, it is to inform our client whether "wms-tkp-token" is set or not. If it is not set, we will fallback to a different authentication flow. | 1 month |
| ZCNEWLIVEUI | To decide whether to load new Live UI for Application users | Session |
| ZCNEWUIPUBLICPORTAL | To know whether to load new UI or orld UI for public, portal and custom domain pages | Session |
| zmirc | To redirect the user to a app group based on free / paid | 1 day |
| zpcc | CSRF Cookie, this cookie will set when customer access external(published) link | Session |
| zpct | Security of website/application | Session |
| zuserlang | Stores the preferred language for web page | 1 day |
| IsMarketingSkip | Skip syncing sign up data to internal relationship management tools | Session |
| acc\_ver | Redirect to the new user interface of Zoho accounts page | 1 year |
| isiframeenabled | Manage the loading of some static containers for better UI client performance | 1 day |
| uesign | Validate client ID while loading previous visit chats | 1 month |
| PaymentsReferral | To identify from the referral partner of the visitor | 90 days |

\*Information\* : A local storage object named "zglobal\_Acookie\_optOut" is used to remember your cookie preference. The use of this storage object is categorised as Strictly necessary.

### **What is a third party cookie?**

A third-party cookie is one which is not set by the website that you are visiting (eg. cookies set by youtube.com on zoho.com). Some of ISAS SYSTEMS own technologies and applications may be hosted in a domain that is a third-party to the domain that you may be visiting. However, our commitment extends to these domains (cdn.pagesense.io, js.zohocdn.com, \*.zohopublic.com, zoho.in, zoho.com.au, zoho.com) equally.

However, ISAS SYSTEMS does not allow third-party tracking companies to set cookies or other trackers on our website as part of our commitment to protect the privacy of our users with the utmost care. When we embed content that is hosted on a third-party's platform on our website, the third-party may set cookies on your browser which are usually for the purposes of providing the service as intended (such as for bandwidth management, to store your preference of language, tracking consent and for collecting anonymous statistics such as the number of times a video has been streamed). Wherever possible, we choose the most privacy friendly options such as Privacy Mode, Anonymous Statistics Only, to ensure we guarantee you privacy. However, some of the properties of such embeds may not be fully under our control such as our ability to control cookies that are set by these third-parties unilaterally when the webpage embedded with such content loads.

Here is the list of the cookies set by such third-party company embeds on our website.

|  |  |  |  |
| --- | --- | --- | --- |
| **Cookie Name** | **Purpose** | **Validity** | **Third Party Name** |
| PREF | This cookie stores your preferences and other information, in particular preferred language, how many search results you wish to be shown on your page, and whether or not you wish to have Google’s SafeSearch filter turned on. | 8 months | YouTube |
| YSC | Registers a unique ID to keep statistics of what videos from YouTube the visitor has seen. | Session | YouTube |
| VISITOR\_INFO1\_LIVE | Measures your bandwidth to determine whether you get the new player interface or the old. | 8 months | YouTube |
| use\_hitbox | Increments the views counter on the YouTube video | 8 months | YouTubes |
| sc\_anonymous\_id | To implement, measure and improve their embedded content/service on the website - The collection of data also includes visitors’ interaction with embedded content/service. | 3650 days | SoundCloud |
| \_\_cf\_bm | This cookie is used to distinguish between humans and bots. | 1 day | Vimeo |
| vuid | Collects statistics on a user's visits to the website, such as which pages have been read. | 2 years | Vimeo |
| player | Saves the user's preferences when playing embedded videos from Vimeo. | 1 year | Vimeo |
| \_abexps | Remember the settings you have made. This could be a preset language, region or user name, for example. | 1 year | Vimeo |

### **How you can manage cookies?**

#### **Cookie preference manager**

You can manage your cookie preference anytime by clicking on `Manage Cookie Preference` at the top of this page or via the Cookie icon that appears at the left bottom most corner of the webpages (if you visit from the EU, UK, Brazil, Japan or California regions).

#### **Browser settings**

Most browsers allow you to control cookies through their 'settings' preferences. However, if you limit the ability of websites to set cookies, you may worsen your overall user experience, since it will no longer be personalized to you. It may also stop you from saving customized settings like login information.

Browser manufacturers provide help pages relating to cookie management in their products. Please see below for more information.

* [**Ulaa**](https://ulaabrowser.zohodesk.com/portal/en/kb/articles/how-to-change-cookie-settings)
* [**Google Chrome**](https://support.google.com/chrome/answer/95647?hl=en)
* [**Internet Explorer**](https://support.microsoft.com/en-us/kb/260971)
* [**Mozilla Firefox**](https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer)
* [**Safari (Desktop)**](https://support.apple.com/en-in/guide/safari/sfri11471/mac)
* [**Safari (Mobile)**](https://support.apple.com/en-us/HT201265)
* [**Android Browser**](http://support.google.com/ics/nexus/bin/answer.py?hl=en&answer=2425067)
* [**Opera**](http://www.opera.com/help)
* [**Opera Mobile**](http://www.opera.com/help/mobile/android#privacy)

#### **Disclaimer**

We may update this Cookie Statement from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal or regulatory reasons. Please therefore re-visit this Cookie Statement regularly to stay informed about our use of cookies and related technologies. For more information relating to cookies, you may contact [info@isassystems.com](mailto:abuse@zohocorp.com)

**Security & Compliance**

GDPR:

### **What is GDPR?**

GDPR is an EU-wide privacy and data protection law that regulates how EU residents' data is protected by companies and enhances the control the EU residents have, over their personal data.

The GDPR is relevant to any globally operating company and not just the EU-based businesses and EU residents. Our customers’ data is important irrespective of where they are located, which is why we have implemented GDPR controls as our baseline standard for all our operations worldwide. GDPR has taken effect from  **25th May 2018**.

### **What is personal data?**

Any data that relates to an identifiable or identified individual. GDPR covers a broad spectrum of information that could be used on its own, or in combination with other pieces of information, to identify a person. Personal data extends beyond a person’s name or email address. Some examples include financial information, political opinions, genetic data, biometric data, IP addresses, physical address, sexual orientation, and ethnicity.

### **How prepared is ISAS SYSTEMS for GDPR?**

We have acted on many fronts to adhere to this new regulation.

* We have raised awareness across the organization through frequent discussions in our internal channels, and trained employees to handle data appropriately. They now understand the importance of information security and the high standards set by GDPR.
* We have assessed all ISAS SYSTEMS products, individually, against the requirements of the GDPR and have implemented new features that will give you more control over your data and ease your burden of achieving GDPR compliance.
* Take a look at what some our products have done to be GDPR-ready.

|  |  |  |
| --- | --- | --- |
| [ISAS SYSTEMS Campaigns](https://www.zoho.com/campaigns/gdpr/) | [ISAS SYSTEMS CRM](https://www.zoho.com/crm/gdpr/) | [ISAS SYSTEMS Forms](https://www.zoho.com/forms/images/gdpr-compliance-for-zoho-forms.pdf) |
| [ISAS SYSTEMS Mail](https://www.zoho.com/mail/help/zoho-mail-gdpr-compliance.html) | [ISAS SYSTEMS SalesIQ](https://www.zoho.com/salesiq/gdpr.html) | [ISAS SYSTEMS Cliq](https://www.zoho.com/cliq/gdpr.html) |
| [ISAS SYSTEMS PageSense](https://www.zoho.com/pagesense/gdpr.html) | [ISAS SYSTEMS Social](https://www.zoho.com/social/gdpr.html) | [ISAS SYSTEMS Projects](https://www.zoho.com/projects/gdpr.html) |
| [ISAS SYSTEMS Writer](https://www.zoho.com/writer/gdpr.html) | [ISAS SYSTEMS Desk](https://www.zoho.com/desk/gdpr.html) | [ISAS SYSTEMS Assist](https://www.zoho.com/assist/gdpr.html) |
| [ISAS SYSTEMS Recruit](https://www.zoho.com/recruit/gdpr-guide.html) | [ISAS SYSTEMS People](https://www.zoho.com/people/gdpr.html) | [ISAS SYSTEMS o Creator](https://www.zoho.com/creator/newhelp/gdpr/) |
| [ISAS SYSTEMS Analytics](https://www.zoho.com/analytics/help/zohoreports-gdpr.html) | [ISAS SYSTEMS Flow](https://www.zoho.com/flow/gdpr.html) | [ISAS SYSTEMS Vault](https://www.zoho.com/vault/gdpr.html) |
| [ISAS SYSTEMS Finance Plus](https://www.zoho.com/financeplus/gdpr.html) | [ISAS SYSTEMS Connect](https://www.zoho.com/connect/gdpr.html) | [ISAS SYSTEMS Survey](https://www.zoho.com/survey/gdpr.html) |
| [ISAS SYSTEMS Sign](https://www.zoho.com/sign/gdpr.html) | [ISAS SYSTEMS Bookings](https://www.zoho.com/bookings/gdpr.html) | [ISAS SYSTEMS Backstage](https://www.zoho.com/backstage/gdpr.html) |
| [ISAS SYSTEMS Sites](https://www.zoho.com/sites/gdpr.html) | [ISAS SYSTEMS WorkDrive](https://www.zoho.com/workdrive/gdpr.html) | [ISAS SYSTEMS Sprints](https://www.zoho.com/sprints/gdpr.html) |
| [ISAS SYSTEMS Commerce](https://www.zoho.com/commerce/gdpr.html) | [ISAS SYSTEMS Meeting](https://www.zoho.com/meeting/gdpr.html) | [ServiceDesk Plus](https://www.manageengine.com/products/service-desk/gdpr/gdpr-service-desk-software.html) |

* We have constituted an Information Asset Register(IAR), which includes information on all the roles ISAS SYSTEMS assumes, such as a data controller and processor. It details on various categories of personal data processed by our organization and which department is getting access to which data and for what purpose. It has a comprehensive coverage of all our processes and procedures.
* We have assessed our sub-processors (third party service providers, partners) and streamlined the contract process with them to ensure that they have addressed the pressing needs of the current security and privacy world.
* We have appointed internal privacy champions for all our teams. We have also appointed a Data Protection Officer (DPO).
* Our application teams have embraced the concept of privacy by design and have provided you more control over the data you store in our systems. These provisions may vary based on a product’s characteristics and domain. We constantly endeavour to provide you with more enhancements, which shall be rolled out in phases.
* We have amended our Data Processing Addendum (based on Model Contractual Clauses) to be compliant with the data processing requirements of GDPR.

If you are the organization administrator and would like to sign a DPA with us, please drop an email to [info@isassystems.com](mailto:abuse@zohocorp.com)

 to request a copy of the Data Processing Addendum mentioning in which Data Center you've signed up for your ISAS SYSTEMS account.

* We conducted Data Protection Impact Assessments (DPIA). Based on the results, we have put in place appropriate controls on data processing and management.
* We conducted internal audits of our products, processes, operations, and management. The findings were communicated to our teams, who have worked out the solutions to the identified problems.
* Based on the DPIAs and internal audits, we have improved our data security methods and processes. This includes encrypting data at rest, based on the level of sensitivity and likelihood of risks. We have developed in-house tools for better governance and discovery of data.
* We have cleaned up our databases to ensure that we have only the latest and most accurate information. This cleanup process includes removing terminated and dormant accounts as per our  [Terms of Service.](https://www.zoho.com/terms.html)
* When needed, breach notifications will be done according to our internal Privacy Incident Response policy. Customers will be notified of a breach within 72 hours after ISAS SYSTEMS becomes aware of it. For general incidents, we will notify users through our blogs, forums, and social media. For incidents specific to an individual user or an organization, we will notify the concerned party through email (using their primary email address).
* We have revised our [Privacy Policy](https://www.zoho.com/privacy.html) to incorporate the requirements of the applicable privacy laws based on our data inventory, data flows, and data handling practices.

**Join the live forum-based Q & A session and get answers to your questions on ISAS SYSTEMS updated Privacy Policy in keeping with GDPR.**[**Ask now!**](https://help.zoho.com/portal/community/topic/ask-the-experts-live-q-a-session-on-zohos-privacy-policy-in-compliance-with-gdpr-22-5-2018)

## **Resources:**

[Our Continuing Commitment to Your Privacy - Sridhar Vembu, CEO ISAS SYSTEMS Corp.](https://www.youtube.com/watch?v=IovXB__qQPQ&feature=youtu.be)

[GDPR - The Essentials](https://www.zoho.com/images/gdpr-essentials-for-all-v1.pdf)

Please feel free to ask questions and share concerns with us at  [info@isassystems.com](mailto:abuse@zohocorp.com)

**Choose Privacy. Choose ISAS SYSTEMS.**

* 
* 

**Disclaimer:** The information presented herein should not be taken as legal advice. We recommend that you seek legal advise on what you need to do to comply with the requirements of GDPR.

Security Whitepaper:

# Security

ISAS SYSTEMS provides Software as a Service(SaaS) products to millions of users worldwide to solve their business problems. Security is a key component in our offerings, and is reflected in our people, process, and products. This page covers topics like data security, operational security, and physical security to explain how we offer security to our customers.

## **Overview**

Our security strategy involves the following components

* [Organizational security](https://www.zoho.com/security.html#org)
* [Physical security](https://www.zoho.com/security.html#physical)
* [Infrastructure security](https://www.zoho.com/security.html#infrastructure)
* [Data security](https://www.zoho.com/security.html#data)
* [Identity and access control](https://www.zoho.com/security.html#access)
* [Operational security](https://www.zoho.com/security.html#operational)
* [Incident management](https://www.zoho.com/security.html#incident)
* [Responsible disclosures](https://www.zoho.com/security.html#disclosures)
* [Vendor management](https://www.zoho.com/security.html#vendor)
* [Customer controls for security](https://www.zoho.com/security.html#controls)

## **Organizational security**

We have an Information Security Management System (ISMS) in place which takes into account our security objectives and the risks and mitigations concerning all the interested parties. We employ strict policies and procedures encompassing the security, availability, processing, integrity, and confidentiality of customer data.

#### **Employee background checks**

Each employee undergoes a process of background verification. We hire reputed external agencies to perform this check on our behalf. We do this to verify their criminal records, previous employment records if any, and educational background. Until this check is performed, the employee is not assigned tasks that may pose risks to users.

#### **Security Awareness**

Each employee, when inducted, signs a confidentiality agreement and acceptable use policy, after which they undergo training in information security, privacy, and compliance. Furthermore, we evaluate their understanding through tests and quizzes to determine which topics they need further training in. We provide training on specific aspects of security, that they may require based on their roles.

We educate our employees continually on information security, privacy, and compliance in our internal community where our employees check in regularly, to keep them updated regarding the security practices of the organization. We also host internal events to raise awareness and drive innovation in security and privacy.

#### **Dedicated security and privacy teams**

We have dedicated security and privacy teams that implement and manage our security and privacy programs. They engineer and maintain our defense systems, develop review processes for security, and constantly monitor our networks to detect suspicious activity. They provide domain-specific consulting services and guidance to our engineering teams.

#### **Internal audit and compliance**

We have a dedicated compliance team to review procedures and policies in Zoho to align them with standards, and to determine what controls, processes, and systems are needed to meet the standards. This team also does periodic internal audits and facilitates independent audits and assessments by third parties.

For more details, check out our [info@isassystems.com](mailto:abuse@zohocorp.com)

#### **Endpoint security**

All workstations issued to ISAS SYSTEMS employees run up-to-date OS version and are configured with anti-virus software. They are configured such that they comply with our standards for security, which require all workstations to be properly configured, patched, and be tracked and monitored by ISAS SYSTEMS endpoint management solutions. These workstations are secure by default as they are configured to encrypt data at rest, have strong passwords, and get locked when they are idle. Mobile devices used for business purposes are enrolled in the mobile device management system to ensure they meet our security standards.

## **Physical security**

#### **At workplace**

We control access to our resources (buildings, infrastructure and facilities), where accessing includes consumption, entry, and utilization, with the help of access cards. We provide employees, contractors, vendors, and visitors with different access cards that only allow access strictly specific to the purpose of their entrance into the premises. Human Resource (HR) team establishes and maintains the purposes specific to roles. We maintain access logs to spot and address anomalies.

#### **At Data Centers**

At our Data Centers, a co location provider takes responsibility of the building, cooling, power, and physical security, while we provide the servers and storage. Access to the Data Centers is restricted to a small group of authorized personnel. Any other access is raised as a ticket and allowed only after the approval of respective managers. Additional two-factor authentication and biometric authentication are required to enter the premises. Access logs, activity records, and camera footage are available in case an incident occurs.

#### **Monitoring**

We monitor all entry and exit movements throughout our premises in all our business centers and data centers through CCTV cameras deployed according to local regulations. Back-up footage is available up to a certain period, depending on the requirements for that location.

## **Infrastructure security**

#### **Network security**

Our network security and monitoring techniques are designed to provide multiple layers of protection and defense. We use firewalls to prevent our network from unauthorized access and undesirable traffic. Our systems are segmented into separate networks to protect sensitive data. Systems supporting testing and development activities are hosted in a separate network from systems supporting Zoho's production infrastructure.

We monitor firewall access with a strict, regular schedule. A network engineer reviews all changes made to the firewall everyday. Additionally, these changes are reviewed once in every six months to update and revise the rules. Our dedicated Network Operations Center team monitors the infrastructure and applications for any discrepancies or suspicious activities. All crucial parameters are continuously monitored using our proprietary tool and notifications are triggered in any instance of abnormal or suspicious activities in our production environment.

#### **Network redundancy**

All the components of our platform are redundant. We use a distributed grid architecture to shield our system and services from the effects of possible server failures. If there's a server failure, users can carry on as usual because their data and Zoho services will still be available to them.

We additionally use multiple switches, routers, and security gateways to ensure device-level redundancy. This prevents single-point failures in the internal network.

#### **DDoS prevention**

We use technologies from well-established and trustworthy service providers to prevent DDoS attacks on our servers. These technologies offer multiple DDoS mitigation capabilities to prevent disruptions caused by bad traffic, while allowing good traffic through. This keeps our websites, applications, and APIs highly available and performing.

#### **Server hardening**

All servers provisioned for development and testing activities are hardened (by disabling unused ports and accounts, removing default passwords, etc.). The base Operating System (OS) image has server hardening built into it, and this OS image is provisioned in the servers, to ensure consistency across servers.

#### **Intrusion detection and prevention**

Our intrusion detection mechanism takes note of host-based signals on individual devices and network-based signals from monitoring points within our servers. Administrative access, use of privileged commands, and system calls on all servers in our production network are logged. Rules and machine intelligence built on top of this data give security engineers warnings of possible incidents. At the application layer, we have our proprietary WAF which operates on both whitelist and blacklist rules.

At the Internet Service Providers (ISP) level, a multi-layered security approach is implemented with scrubbing, network routing, rate limiting, and filtering to handle attacks from network layer to application layer. This system provides clean traffic, reliable proxy service, and a prompt reporting of attacks, if any.

## **Data security**

#### **Secure by design**

Every change and new feature is governed by a change management policy to ensure all application changes are authorised before implementation into production. Our Software Development Life Cycle (SDLC) mandates adherence to secure coding guidelines, as well as screening of code changes for potential security issues with our code analyser tools, vulnerability scanners, and manual review processes.

Our robust security framework based on OWASP standards, implemented in the application layer, provides functionalities to mitigate threats such as SQL injection,Cross site scripting and application layer DOS attacks.

#### **Data isolation**

Our framework distributes and maintains the cloud space for our customers. Each customer's service data is logically separated from other customers' data using a set of secure protocols in the framework. This ensures that no customer's service data becomes accessible to another customer.

The service data is stored on our servers when you use our services. Your data is owned by you, and not by ISAS SYSTEMS. We do not share this data with any third-party without your consent.

#### **Encryption**

**In transit:** All customer data transmitted to our servers over public networks is protected using strong encryption protocols. We mandate all connections to our servers use Transport Layer Security (TLS 1.2/1.3) encryption with strong ciphers, for all connections including web access,API access,our mobile apps, and IMAP/POP/SMTP email client access. This ensures a secure connection by allowing the authentication of both parties involved in the connection, and by encrypting data to be transferred. Additionally for email, our services leverages opportunistic TLS by default. TLS encrypts and delivers email securely, mitigating eavesdropping between mail servers where peer services support this protocol.

We have full support for Perfect Forward Secrecy (PFS) with our encrypted connections, which ensures that even if we were somehow compromised in the future, no previous communication could be decrypted. We have enabled HTTP Strict Transport Security header (HSTS) to all our web connections. This tells all modern browsers to only connect to us over an encrypted connection, even if you type a URL to an insecure page at our site. Additionally, on the web we flag all our authentication cookies as secure.

**At rest:** Sensitive customer data at rest is encrypted using 256-bit Advanced Encryption Standard (AES). The data that is encrypted at rest varies with the services you opt for. We own and maintain the keys using our in-house Key Management Service (KMS). We provide additional layers of security by encrypting the data encryption keys using master keys. The master keys and data encryption keys are physically separated and stored in different servers with limited access.

Please [click here](https://www.zoho.com/encryption.html)for detailed information about encryption at ISAS SYSTEMS and [click here](https://www.zoho.com/encryption.html#services) to understand what data we encrypt in our services.

#### **Data retention and disposal**

We hold the data in your account as long as you choose to use ISAS SYSTEMS Services. Once you terminate your ISAS SYSTEMS user account, your data will get deleted from the active database during the next clean-up that occurs once every 6 months. The data deleted from the active database will be deleted from backups after 3 months. In case of your unpaid account being inactive for a continuous period of 120 days, we reserve the right to terminate it after giving you prior notice and option to back-up your data.

A verified and authorized vendor carries out the disposal of unusable devices. Until such time, we categorize and store them in a secure location. Any information contained inside the devices is formatted before disposal. We degauss failed hard drives and then physically destroy them using a shredder. We crypto-erase and shred failed Solid State Devices (SSDs).

## **Identity and Access control**

#### **Single Sign-On (SSO)**

ISAS SYSTEMS offers single sign-on (SSO) that lets users access multiple services using the same sign-in page and authentication credentials. When you sign in to any ISAS SYSTEMS service, it happens only through our integrated Identity and Access Management (IAM) service. We also support SAML for single sign-on that makes it possible for customers to integrate their company's identity provider like LDAP,ADFS when they login to ISAS SYSTEMS services

SSO simplifies login process,ensures compliance,provides effective access control and reporting, and reduces risk of password fatigue, and hence weak passwords.

#### **Multi-Factor Authentication**

It provides an extra layer of security by demanding an additional verification that the user must possess, in addition to the password. This can greatly reduce the risk of unauthorized access if a user’s password is compromised. You can configure multi-factor authentication using  [ISAS SYSTEMS One-Auth](https://www.zoho.com/accounts/oneauth.html). Currently, different modes like biometric Touch ID or Face ID, Push Notification, QR code, and Time-based OTP are supported.

We also support [Yubikey Hardware Security Key](https://help.zoho.com/portal/en/kb/accounts/multi-factor-authentication/articles/mfa-yubikey#What_isYubiKey) for multi-factor authentication.

#### **Administrative access**

We employ technical access controls and internal policies to prohibit employees from arbitrarily accessing user data. We adhere to the principles of least privilege and role-based permissions to minimize the risk of data exposure.

Access to production environments is maintained by a central directory and authenticated using a combination of strong passwords, two-factor authentication, and passphrase-protected SSH keys. Furthermore, we facilitate such access through a separate network with stricter rules and hardened devices. Additionally, we log all the operations and audit them periodically.

## **Operational security**

#### **Logging and Monitoring**

We monitor and analyse information gathered from services, internal traffic in our network, and usage of devices and terminals. We record this information in the form of event logs, audit logs, fault logs, administrator logs, and operator logs. These logs are automatically monitored and analyzed to a reasonable extent that helps us identify anomalies such as unusual activity in employees’ accounts or attempts to access customer data. We store these logs in a secure server isolated from full system access, to manage access control centrally and ensure availability.

Detailed audit logging covering all update and delete operations performed by the user are available to the customers in every ISAS SYSTEMS service.

#### **Vulnerability management**

We have a dedicated vulnerability management process that actively scans for security threats using a combination of certified third-party scanning tools and in-house tools, and with automated and manual penetration testing efforts. Furthermore, our security team actively reviews inbound security reports and monitors public mailing lists, blog posts, and wikis to spot security incidents that might affect the company’s infrastructure.

Once we identify a vulnerability requiring remediation, it is logged, prioritized according to the severity, and assigned to an owner. We further identify the associated risks and track the vulnerability until it is closed by either patching the vulnerable systems or applying relevant controls.

#### **Malware and spam protection**

We scan all user files using our automated scanning system that’s designed to stop malware from being spread through ISAS SYSTEMS ecosystem. Our custom anti-malware engine receives regular updates from external threat intelligence sources and scans files against blacklisted signatures and malicious patterns. Furthermore, our proprietary detection engine bundled with machine learning techniques, ensures customer data is protected from malware.

ISAS SYSTEMS supports Domain-based Message Authentication, Reporting, and Conformance (DMARC) as a way to prevent spam. DMARC uses SPF and DKIM to verify that messages are authentic. We also use our proprietary detection engine for identifying abuse of ISAS SYSTEMS services like phishing and spam activities. Additionally, we have a dedicated anti-spam team to monitor the signals from the software and handle abuse complaints.  
For more information, [click here](https://www.zoho.com/policy.html)

#### **Backup**

We run incremental backups everyday and weekly full backups of our databases using ISAS SYSTEMS Admin Console (ZAC) for ISAS SYSTEMS DCs. Backup data in the DC is stored in the same location and encrypted using AES-256 bit algorithm. We store them in tar.gz format. All backed up data are retained for a period of three months. If a customer requests for data recovery within the retention period, we will restore their data and provide secure access to it. The timeline for data restoration depends on the size of the data and the complexity involved.

To ensure the safety of the backed-up data, we use a redundant array of independent disks (RAID) in the backup servers. All backups are scheduled and tracked regularly. In case of a failure, a re-run is initiated and is fixed immediately. The integrity and validation checks of the full backups are done automatically by the ZAC tool.

From your end, we strongly recommend scheduling regular backups of your data by exporting them from the respective ISAS SYSTEMS services and storing it locally in your infrastructure.

#### **Disaster recovery and business continuity**

Application data is stored on resilient storage that is replicated across data centers. Data in the primary DC is replicated in the secondary in near real time. In case of failure of the primary DC, secondary DC takes over and the operations are carried on smoothly with minimal or no loss of time. Both the centers are equipped with multiple ISPs.

We have power back-up, temperature control systems and fire-prevention systems as physical measures to ensure business continuity. These measures help us achieve resilience. In addition to the redundancy of data, we have a business continuity plan for our major operations such as support and infrastructure management.

## **Incident Management**

#### **Reporting**

We have a dedicated incident management team. We notify you of the incidents in our environment that apply to you, along with suitable actions that you may need to take. We track and close the incidents with appropriate corrective actions. Whenever applicable, we will identify, collect, acquire and provide you with necessary evidence in the form of application and audit logs regarding incidents that apply to you. Furthermore, we implement controls to prevent recurrence of similar situations.

We respond to the security or privacy incidents you report to us through [info@isassystems.com](mailto:abuse@zohocorp.com)

with high priority. For general incidents, we will notify users through our blogs, forums, and social media. For incidents specific to an individual user or an organization, we will notify the concerned party through email (using their primary email address of the Organisation administrator registered with us).

#### **Breach notification**

As data controllers, we notify the concerned Data Protection Authority of a breach within 72 hours after we become aware of it, according to the General Data Protection Regulation (GDPR). Depending on specific requirements, we notify the customers too, when necessary. As data processors, we inform the concerned data controllers without undue delay.

## **Responsible Disclosures**

A vulnerability reporting program in "Bug Bounty", to reach the community of researchers, is in place, which recognizes and rewards the work of security researchers. We are committed to working with the community to verify, reproduce, respond and implement appropriate solutions for the reported vulnerabilities.

If you happen to find any, please submit the issues at [info@isassystems.com](mailto:abuse@zohocorp.com)

. If you want to directly report vulnerabilities to us, mail us at [info@isassystems.com](mailto:abuse@zohocorp.com)

**Vendor and Third-party supplier management**

We evaluate and qualify our vendors based on our vendor management policy. We onboard new vendors after understanding their processes for delivering us service, and performing risk assessments. We take appropriate steps to ensure our security stance is maintained by establishing agreements that require the vendors to adhere to confidentiality, availability, and integrity commitments we have made to our customers. We monitor the effective operation of the organization’s process and security measures by conducting periodic reviews of their controls.

## **Customer controls for security**

So far, we have discussed what we do to offer security on various fronts to our customers. Here are the things that you as a customer can do to ensure security from your end:

* Choose a unique, strong password and protect it.
* Use multi-factor authentication
* Use the latest browser versions, mobile OS and updated mobile applications to ensure they are patched against vulnerabilities and to use latest security features
* Exercise reasonable precautions while sharing data from our cloud environment.
* Classify your information into personal or sensitive and label them accordingly.
* Monitor devices linked to your account, active web sessions, and third-party access to spot anomalies in activities on your account, and manage roles and privileges to your account.
* Be aware of phishing and malware threats by looking out for unfamiliar emails, websites, and links that may exploit your sensitive information by impersonating ISAS SYSTEMS or other services you trust.

To learn more about how you can work with ISAS SYSTEMS to achieve a secure cloud environment, read our resource on [Understanding shared responsibility with ISAS SYSTEMS](https://www.zoho.com/shared-responsibility.html) . We provide a thorough analysis on the shared responsibility model and how both our customers and ISAS SYSTEMS can collaborate as well as take up individual responsibility towards cloud security and privacy.

## **Conclusion**

Security of your data is your right and a never-ending mission of ISAS SYSTEMS. We will continue to work hard to keep your data secure, like we always have. For any further queries on this topic, take a look at out[FAQs](https://www.zoho.com/security-faq.html) or write to us at [info@isassystems.com](mailto:abuse@zohocorp.com)

Compliance:

### **Certifications**

#### **IS 642819**

#### **ISO/IEC 27001**

[Steps to download](javascript:;)

Valid Upto : 21-Aug-2025

**ISO/IEC 27001** is one of the most widely recognized independent international security standards. This certificate is awarded to organizations that comply with ISO's high global standards. ISAS SYSTEMS has earned ISO/IEC 27001:2013 certification for Applications, Systems, People, Technology, and Processes

**Applicable to-**All cloud services and on-premise products of ISAS SYSTEMS, ManageEngine, Site24x7, Qntrl, TrainerCentral and GSP Solution.

#### **PM 732705**

#### **ISO/IEC 27701**

[Steps to download](javascript:;)

Valid Upto : 21-Aug-2025

**ISO/IEC 27701** is an extension to the ISO/IEC 27001 and ISO/IEC 27002 standards for privacy management within the context of the organization. The certification standard is designed to enhance the existing Information Security Management System (ISMS) with additional requirements in order to establish, implement, maintain, and continually improve a **Privacy Information Management System (PIMS)**. This standard enables organisations to demonstrate compliance with the various privacy regulations around the world that are applicable to them.

**Applicable to-**All business units, cloud services and on-premise products of ISAS SYSTEMS, ManageEngine, Site24x7, TrainerCentral and Qntrl which function in the capacity of a PII controller and/or as a PII Processor.

#### **CLOUD 714132**

#### **ISO/IEC 27017**

[Steps to download](javascript:;)

Valid Upto : 21-Aug-2025

**ISO/IEC 27017** gives guidelines for information security controls applicable to the provision and use of cloud services by providing additional implementation guidance for relevant controls specified in ISO/IEC 27002 and additional controls with implementation guidance that specifically relate to cloud services.

ISAS SYSTEMS is certified with ISO/IEC 27017:2015 - Information technology - Security techniques - Code of practice for information security controls based on ISO/IEC 27002 for cloud services.

**Applicable to-**All Cloud services of ISAS SYSTEMS, ManageEngine, Site24x7, TrainerCentral and Qntrl.

#### **PII 714133**

#### **ISO/IEC 27018**

[Steps to download](javascript:;)

Valid Upto : 21-Aug-2025

**ISO/IEC 27018**establishes commonly accepted control objectives, controls and guidelines for implementing measures on safeguarding the PII that is processed in a public cloud. These controls are an extension of ISO/IEC 27001 and ISO/IEC 27002, ISO/IEC 27018 which provide guidance to organizations concerned about how their cloud providers are handing personally identifiable information (PII).

**Applicable to-**All Cloud services of ISAS SYSTEMS, ManageEngine, Site24x7, TrainerCentral and Qntrl.

#### **FS 724104**

#### **ISO 9001**

[Steps to download](javascript:;)

Valid Upto : 02-Feb-2026

**ISO 9001** is defined as the international standard that specifies requirements for a Quality Management System (QMS). Organizations use the standard to demonstrate the ability to consistently provide quality products and services that meet customer and regulatory requirements.

**Applicable to-**ISAS SYSTEMS Desk, ISAS SYSTEMS Creator, ISAS SYSTEMS Projects and BugTracker, ISAS SYSTEMS CRM, ISAS SYSTEMS Sprints, ISAS SYSTEMS HRMS products (ie) ISAS SYSTEMS people, ISAS SYSTEMS Payroll and ISAS SYSTEMS finance Plus products (ie) ISAS SYSTEMS Books, ISAS SYSTEMS Invoice, ISAS SYSTEMS Inventory, ISAS SYSTEMS Subscriptions, ISAS SYSTEMS Expense, ISAS SYSTEMS Checkout,Zoho Workplace (ISAS SYSTEMS Mail, ISAS SYSTEMS Calendar, ISAS SYSTEMS Workdrive, ISAS SYSTEMS Writer, ISAS SYSTEMS Sheet, ISAS SYSTEMS Show, ISAS SYSTEMS Connect, ISAS SYSTEMS Meeting, ISAS SYSTEMS Cliq,Zia Search),ZeptoMail and ISAS SYSTEMS Sign.

#### [**ISO/IEC 20000**](javascript:;)

Valid Upto : 29-July-2024

**ISO/IEC 20000** is the leading international IT Service Management System (SMS) standard, with the objective to ensure the quality of the IT services. It specifies requirements for an organization to establish, implement, maintain and continually improve a service management system and it supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services to meet the service requirements and deliver value.

**Applicable to-**Network Operations Center (NOC) and Data Center (DC) Operations of ISAS SYSTEMS Corporation.

#### **SOC 2 Type II**

[Steps to download](javascript:;)

Audit period : 01-Dec-2021 to 30-Nov-2022

ISAS SYSTEMS is SOC 2 Type II compliant. SOC 2 is an evaluation of the design and operating effectiveness of controls that meet the AICPA's Trust Services Principles criteria.

**Applicable to-**All cloud services and on-premise products of ISAS SYSTEMS, ManageEngine, Site24x7, Qntrl, TrainerCentral and Zakya.

#### **SOC 1 (SSAE 18 & ISAE 3402 - TYPE 2 )**

[Steps to download](javascript:;)

Audit period : 01-Dec-2021 to 30-Nov-2022

ISAS SYSTEMS is SOC 1 Type II compliant as per AICPA's SSAE18 standard and IAASB's ISAE 3402 standards. SOC 1 reports are primarily concerned with examining controls that are relevant for the financial reporting of customers.

**Applicable to-**ISAS SYSTEMS Books, ISAS SYSTEMS Invoice, ISAS SYSTEMS Expense, ISAS SYSTEMS Inventory, ISAS SYSTEMS Subscriptions, ISAS SYSTEMS Checkout, ISAS SYSTEMS Payroll, ISAS SYSTEMS CRM, ISAS SYSTEMS Mail, ISAS SYSTEMS Projects and BugTracker , ISAS SYSTEMS Creator, ISAS SYSTEMS Mail, Zakya, ISAS SYSTEMS People

#### **SOC 2 + HIPAA**

[Steps to download](javascript:;)

Audit period : 01-Dec-2021 to 30-Nov-2022

**SOC 2 + HIPAA -** An independent third-party audit firm has examined the description of the system related to Application Development, Production Support and the related General Information Technology Controls for the services provided to customers, from ISAS SYSTEMS offshore development centre, based on [Security](https://www.hhs.gov/hipaa/for-professionals/security/index.html?language=es), [Privacy](https://www.hhs.gov/hipaa/for-professionals/privacy/index.html?language=es) and [breach requirements](https://www.hhs.gov/hipaa/for-professionals/breach-notification/index.html?language=es%20) set forth in the Health Insurance Portability and Accountability Act (“HIPAA”) Administrative Simplification. The responsibility of ISAS SYSTEMS is limited to the extent it acts as a 'Business Associate'.

**Applicable to-**ISAS SYSTEMS CRM, ISAS SYSTEMS Bookings, ISAS SYSTEMS Survey, ISAS SYSTEMS Forms, ISAS SYSTEMS Desk, ISAS SYSTEMS Expense, ISAS SYSTEMS Checkout, ISAS SYSTEMS Creator, ISAS SYSTEMS Analytics, ISAS SYSTEMS ISAS SYSTEMS Mail, ISAS SYSTEMS Sheet, ISAS SYSTEMS Workdrive, ISAS SYSTEMS oho Sign, ISAS SYSTEMS SalesIQ, ISAS SYSTEMS Sales Inbox, Zo ISAS SYSTEMS Meeting, ISAS SYSTEMS Pagesense, ISAS SYSTEMS Books, ISAS SYSTEMS Inventory, ISAS SYSTEMS People, ISAS SYSTEMS Vault, ISAS SYSTEMS Notebook, ISAS SYSTEMS Show, ISAS SYSTEMS Sprints, ISAS SYSTEMS Connect, ISAS SYSTEMS Engineering, ISAS SYSTEMS o Bigin, ISAS SYSTEMS Campaigns, ISAS SYSTEMS Sites, ISAS SYSTEMS Assist, ISAS SYSTEMS Invoice, ISAS SYSTEMS oho Subscriptions, ISAS SYSTEMS Recruit, ISAS SYSTEMS Flow, ISAS SYSTEMS Writer, ISAS SYSTEMS Learn, ISAS SYSTEMS o Projects and BugTracker, ISAS SYSTEMS Cliq, ISAS SYSTEMS Marketing Automation, ManageEngine ServiceDesk Plus Cloud, ManageEngine ServiceDesk Plus On-Premises, ManageEngine Endpoint Central/MSP on-Premises, Qntrl, ISAS SYSTEMS Lens, ISAS SYSTEMS ho TeamInbox, ISAS SYSTEMS Commerce, ISAS SYSTEMS Contracts, SYSTEMS Voice, ZeptoMail, ManageEngine ADManager Plus, ISAS SYSTEMS Catalyst

#### **ESQUEMA NACIONAL DE SEGURIDAD (ENS) - Spain**

[Steps to download](javascript:;)

**ESQUEMA NACIONAL DE SEGURIDAD (ENS) - Spain** also known as National Security Scheme is a **regulation in Spain.** The ENS refers to the National Security Framework in Spain. It is a set of regulations and guidelines established by the Spanish government to ensure the security of information and communication systems in public administrations. The ENS provides a framework for managing and protecting information assets, promoting risk management, and establishing security measures to safeguard sensitive information. It is applicable to all public entities in Spain, including government agencies, local administrations, and public organizations. ISAS SYSTEMS **is ENS certified with intermediate category(medium level).**

**Applicable to-**All cloud services of ISAS SYSTEMS , Cloud and on-premises solutions of ManageEngine, Site24x7, Qntrl and TrainerCentral.

#### **Web Content Accessibility Guidelines(WCAG)**

Valid Upto : 22-Mar-2026

**Web Content Accessibility Guidelines(WCAG) -** is an international standard for web accessibility. It provides a set of guidelines that website and web product creators can follow to ensure that their content is accessible to everyone, regardless of their abilities. This helps to create a more inclusive and accessible digital environment for all users.

ISAS SYSTEMS cares heavily about the customer experience. It has always sought to craft experiences that are inclusive and equitable for all its users. The WCAG implementation and compliance is a significant step in that direction. ISAS SYSTEMS Desk is WCAG compliant for WCAG 2.1 AA level.

**Applicable to-**ISAS SYSTEMS Desk

#### [**CSA STAR Self-Assessment**](https://cloudsecurityalliance.org/star/registry/zoho-corporation-pvt-ltd/)

[View and download](https://cloudsecurityalliance.org/star/registry/zoho-corporation-pvt-ltd/services/zoho/)

Audit period : 03-Jan-2024

The Cloud Security Alliance is a non-profit organization formed to define and raise awareness of best practices to help ensure a secure cloud computing environment and to help potential cloud customers make informed decisions when transitioning their IT operations to the cloud.The Consensus Assessments Initiative Questionnaire(CAIQ) is submitted by the cloud providers to document compliance with the Cloud Controls Matrix (CCM) and helps cloud service customers to assess the security capabilities and practices of a cloud service provider.

ISAS SYSTEMS has done a Self-Assessment for the cloud services. Download the CSA STAR Self-Assessment from [CSA STAR Registry](https://cloudsecurityalliance.org/star/registry/zoho-corporation-pvt-ltd/) for ISAS SYSTEMS Corporation Pvt Ltd

**Applicable to-**All Cloud services of ISAS SYSTEMS, ManageEngine, Site24x7 and Qntrl.

Valid Upto : 31-Mar-2024

**Payment card industry (PCI)**compliance refers to the technical and operational standards that businesses must follow to ensure that credit card data provided by cardholders is protected. PCI compliance is enforced by the PCI Standards Council, to ensure that all businesses that store, process or transmit credit card data electronically do so in a secure manner that helps reduce the likelihood that cardholders would have sensitive financial data stolen.

ISAS SYSTEMS, being PCI compliant (Self-assessment : SAQ-D) consistently adheres to a set of guidelines set forth by companies that issue credit cards.

**Applicable to-**All the ISAS SYSTEMS finance Plus products (ie) ISAS SYSTEMS Books, ISAS SYSTEMS Invoice, ISAS SYSTEMS Inventory, ISAS SYSTEMS Subscriptions, ISAS SYSTEMS Expense, ISAS SYSTEMS Checkout and ISAS SYSTEMS Commerce

#### [**GDPR**](https://www.zoho.com/gdpr.html)

**GDPR** is a pan-European regulation that requires businesses to protect the personal data and privacy of EU citizens for processing of their personal data.

ISAS SYSTEMS has always demonstrated its commitment to its user's data privacy by consistently exceeding industry standards. ISAS SYSTEMS welcomes GDPR as a strengthening force of the privacy-consciousness that already exists in it.

ISAS SYSTEMS offerings have privacy features that comply to GDPR, and ISAS SYSTEMS processing of its customer's data adheres to the data protection principles of the GDPR. To know more about how ISAS SYSTEMS complies with GDPR, [click here.](https://www.zoho.com/gdpr.html)

#### [**CCPA**](https://www.zoho.com/blog/pinned/how-zoho-is-caring-for-your-data-under-the-ccpa.html)

**CCPA** is a data privacy law specific to the processing of personal information of California residents that requires businesses to protect their personal information and provides privacy.

ISAS SYSTEMS has always demonstrated its commitment to its user's data privacy by consistently exceeding industry standards. ISAS SYSTEMS welcomes CCPA as a strengthening force of the privacy-consciousness that already exists in it.

ISAS SYSTEMS offerings have privacy features that enable it's users to comply with the CCPA, and ISAS SYSTEMS processing of its Californian customer's data adheres to requirements of the CCPA. To know more about this, [click here.](https://www.zoho.com/blog/pinned/how-zoho-is-caring-for-your-data-under-the-ccpa.html)

#### [**CSA**](https://certified-senders.org/certificate/?id=7a2e9b5aa4aebf34708dbd7249018097)

Certified Since : 02-Aug-2018

Certified Senders Alliance (CSA) is a quality certification for mailbox service providers like ISAS SYSTEMS Campaigns, making them enter the league of trusted senders. ISAS SYSTEMS Campaigns is a CSA-certified service, giving you higher email open rates, improvement in deliverability with white listed IPs, and protection against any legal risk.

**Applicable to-**ISAS SYSTEMS Campaigns

#### [**Signal spam**](https://www.signal-spam.fr/membre/)

**Signal spam** reports help in providing FBL data, primarily technical information for identification of spammers and marketing abuse, from major ISPs like Orange.fr, SFR.fr, and so on. It has many spam reporting plugins for third-party browsers and email clients, focused at the French communities worldwide. It’s important for both ISAS SYSTEMS corporation and our customers to know all the recipients who mark or report the emails they receive as ‘spam’, so that we can remove them from the lists. Hence, this certification protects our network reputation in the French region.

**Applicable to-**ISAS SYSTEMS Corporation

Security FAQ’s:

#### **Does ISAS SYSTEMS adhere to Information Security Standards?**

We have an Information Security Management System (ISMS) in place derived from ISO standards, which takes into account our security objectives and the risks and mitigations concerning all the interested parties. We have achieved ISO 27001, ISO27017 & ISO27018 certifications to demonstrate our compliance with the standards.

#### **Where is my data stored? Can I choose where my account and data will be located?**

The Data Center where your data is stored is selected automatically based on the Country chosen by you while signing up for ISAS SYSTEMS services.  The information regarding which Data Center has been selected is displayed right below the Country picklist in the sign up form.

At any instant, you can know which Data Center your data resides in by looking at the URL on the browser when you are logged in to ISAS SYSTEMS and are using our applications, or by clicking [here.](https://www.zoho.com/know-your-datacenter.html)

* 1. If the URL is in the format of \*.zoho.com (where \* indicates the name of a ISAS SYSTEMS Application such as crm, people, one), then your data is stored in the US(United States) DC.
* 2. If the URL is in the format of \*. ISAS SYSTEMS.eu, then your data is stored in the EU(European) DC.
* 3. If the URL is in the format of \*. ISAS SYSTEMS.in, then your data is stored in the IN(Indian) DC.
* 4. If the URL is in the format of \*. ISAS SYSTEMS.com.au, then your data is stored in the AU(Australian) DC.
* 5. If the URL is in the format of \*.ISAS SYSTEMS.jp, then your data is stored in the JP(Japan) DC.

#### **Will ISAS SYSTEMS employees have access to our data and what data will they have access to?**

Access to your data is restricted to a small number of employees on a need-to-know basis in order to provide you technical support. This access is reviewed periodically.

#### **Is data stored on ISAS SYSTEMS cloud products encrypted ?**

We encrypt customer data both in transit and at rest. Data at rest is encrypted using industry-standard AES-256. All customer data is encrypted in transit over public networks using Transport Layer Security (TLS) 1.2/1.3 with Perfect Forward Secrecy (PFS) to protect it from unauthorized disclosure or modification. To know more about encryption at ISAS SYSTEMS, [click here.](https://www.zoho.com/encryption.html)

#### **How are encryption keys managed, and can customers upload their own keys?**

We own and maintain the keys using our in-house Key Management Service(KMS). Currently, there is no provision for customers to upload their own keys.

#### **How are passwords for** ISAS SYSTEMS **cloud services stored ?**

The passwords you use to access ISAS SYSTEMS services are stored in a non-reversible encryption scheme. We use [bcrypt](https://en.wikipedia.org/wiki/Bcrypt) hashing algorithm with per-user-salt, so that even if our login database was stolen, it would be prohibitively expensive to reverse engineer the passwords.

#### **How is customer data segmentation implemented in ISAS SYSTEMS cloud services?**

Our framework distributes and maintains the cloud space for our customers. Data of multiple customers is logically separated from each other and our framework ensures that no customer's service data becomes accessible to another customer.

#### **How does ISAS SYSTEMS protect itself against DDos attacks ?**

We use technologies from well-established and trustworthy service providers, who offer multiple DDoS mitigation capabilities to prevent disruptions caused by such attacks.

#### **Does ISAS SYSTEMS conduct penetration tests and code scans ?**

Yes, we conduct automated and manual penetration testing efforts regularly. We use a combination of certified third party scanning tools and in-house tools for scanning codes.

#### **I found a vulnerability in one of your products. How do I report it ?**

If you discover a vulnerability in one of our products, you can let us know so that we can fix it as soon as possible. We also have a responsible disclosure policy and bug bounty program. Please find further details at https://bugbounty.zohocorp.com/

#### **Does ISAS SYSTEMS have an incident response program ?**

* We have a dedicated Incident Response Team which is responsible for incident detection, assessment, forensics, containment, and recovery activities. In cases where we are controllers of data and an incident leads to a data breach, the affected customers will be notified within 72 hours after we become aware of it. In cases where we are processors of data and an incident leads to a data breach, the respective controllers will be informed without undue delay.
* For general incidents, we will notify users through our blogs, forums, and social media. For incidents specific to an individual user or an organization, we will notify the concerned party through email (using their primary email address). The Complete report will be provided to customers on request within 5 to 7 working days.

#### **What are ISAS SYSTEMS responsibilities in the event of a security incident ?**

#### **Is ISAS SYSTEMS PCI DSS compliant ?**

We notify the incidents that apply to you, along with suitable actions that you may need to take. We track and close the incidents with appropriate corrective actions. Whenever applicable, we provide you with necessary evidences regarding incidents that apply to you. Root Cause Analysis will be provided on request.

#### **As a customer of ISAS SYSTEMS, what are the additional security options I have to protect my data?**

* Amongst the ISAS SYSTEMS services, all the ISAS SYSTEMS finance Plus products (ie) ISAS SYSTEMS Books, ISAS SYSTEMS Invoice, ISAS SYSTEMS Inventory, ISAS SYSTEMS Subscription, ISAS SYSTEMS Expense, ISAS SYSTEMS Checkout and ISAS SYSTEMS Commerce, are PCI DSS compliant. The Payments service that the customers use to purchase subscriptions of ISAS SYSTEMS is also PCI compliant.
* Other ISAS SYSTEMS services never transmit or store your credit card details.

#### **If a customer discontinues ISAS SYSTEMS service, how long is their data retained ?**

Additional security features that can be availed by customers:

* Multi factor Authentication
* Configurable password policy
* IP restrictions
* Role based Access control
* Encryption for custom fields
* Account activity audit

#### **What is ISAS SYSTEMS business continuity and disaster recovery plan ?**

We hold the data in your account as long as you choose to use ISAS SYSTEMS Services. Once you terminate your ISAS SYSTEMS user account, your data will eventually get deleted from active database during the next clean-up that occurs once in 6 months. The data deleted from the active database will be deleted from backups after 3 months.

#### **What is your data backup policy ?**

We have a business continuity plan for our major operations such as support and infrastructure management. For redundancy, Data in primary Data Center (DC) is replicated in the secondary. In case of failure of the primary DC, secondary DC takes over and the operations are carried on smoothly with minimum or no loss of time.

#### **What controls you have in place while accessing customer data?**

We employ technical access controls and internal policies to prohibit employees from arbitrarily accessing user data. We adhere to the principles of least privilege and role-based permissions to minimize the risk of data exposure.  Access to production environments is facilitated through a separate network with stricter rules and hardened devices. Access control is maintained by a central directory and authenticated using a combination of strong passwords, two-factor authentication, and passphrase-protected SSH keys.

#### **What is your availability SLA commitment ?**

Our availability SLA commitment is 99.9% monthly uptime. We have redundancies implemented at various levels starting from the infrastructure to the ISP to achieve this. Data from the primary data center is replicated in the secondary, and a read-only version of ISAS SYSTEMS apps is always served from the secondary data center.

#### **What is your risk assessment process? How often is risk assessment performed?**

We have a risk assessment policy and procedure to identify, analyze and mitigate risks by implementing appropriate controls. We perform risk assessment for every major change that happens in our environment. The overall risks are reviewed and updated once in a year.

#### **What is your employee background verification policy?**

Each employee undergoes a process of background verification. We hire reputed external agencies to perform this check on our behalf. We do this to verify their criminal records, previous employment records if any, and educational background. Until this check is performed, the employee is not assigned tasks that may pose risks to users.

#### **What certifications does ISAS SYSTEMS possess to demonstrate its compliance with standards?**

* We are **ISO 27001, ISO 27017 and ISO 27018** certified.  And ISAS SYSTEMS is also **SOC 2 Type** II compliant in **Security, Confidentiality, Processing Integrity , Availability, and Privacy.** These ISO and SOC audits are conducted annually, covers all the important and essential controls.
* [Click here for more details.](https://www.zoho.com/compliance.html)

#### **Will you share my data for the purpose of law enforcement?**

We always provide utmost importance to customer’s privacy. When we receive requests from law enforcement authorities, we review such requests to see if the applicable legal process is followed to obtain a valid and binding order. We object to overboard or otherwise inappropriate requests. Unless prohibited by law, we notify customers before disclosing customer data so that the customers can seek protection from disclosure.

Know your Datacenter:

## **Compliance of datacentre co-location facilities**

#### **US**

**Central Washington**

SOC 1 TYPE IISOC 2 TYPE IIHIPAAPCI DSSISO 27001

**Dallas**

SOC 1 TYPE IISOC 2 TYPE IISOC 3

#### **India**

**Chennai**

ISO 27001PCI DSS

**Mumbai**

ISO 27001ANSI/TIA ISO 20000-1:2018SOC 1 TYPE II SOC 2 TYPE IIPCI DSS

#### **Australia**

**Sydney**

SOC 1 TYPE IISOC 2 TYPE IIISO 27001PCI DSS

**Melbourne**

SOC 1 TYPE IISOC 2 TYPE IIISO 27001PCI DSS

#### **Europe**

**Amsterdam**

ISO 27001 ISO 22301 SOC 2 TYPE IIISO 50001 PCI DSS

**Dublin**

ISO 9001 ISO 27001 PCI DSS ISO 22301ISO 14001 ISO50001:2011 SOC 1 TYPE II SOC 2 TYPE II ISO 45001

#### **China**

**Shanghai**

ISO 27001ISO 22301CNAS

**Beijing**

ISO 9001ISO 22301ISO 27001

#### **Japan**

**Tokyo**

ISO 27001SOC 1 Type II (ISAE 3402)

**Osaka**

ISO 27001PCI DSSSOC 2 TYPE IISOC 3

#### **Canada**

**Toronto**

ISO 27001SOC 1 Type II SOC 2 Type II PCI DSSHIPAA

**Montreal**

ISO 27001SOC 1 Type II SOC 2 Type II PCI DSSHIPAA

[Click Here](https://www.zoho.com/compliance.html) for more details on compliance at ISAS SYSTEMS.

Shared Responsibility:

#### **Customer's Responsibility**

* Data accountability
* Passwords
* Client and end point security

#### **Shared Responsibility**

* Identity and access management
* Data management
* Managing data to other parties
* Encryption
* Backups
* Incident management
* Awareness and training
* Policy and compliance

#### **ISAS SYSTEMS Responsibility**

* Data security
* Availability
* Business continuity
* Network controls
* Host infrastructure
* Physical security

We have put together this guide to help you understand what ISAS SYSTEMS does to keep your account safe, what you can do to secure your data, and how we can work together to achieve a safe cloud environment.

* [CUSTOMER'S RESPONSIBILITY](https://www.zoho.com/shared-responsibility.html#cust-resp)
* [SHARED RESPONSIBILITY](https://www.zoho.com/shared-responsibility.html#shared-res)
* [ISAS SYSTEMS RESPONSIBILITY](https://www.zoho.com/shared-responsibility.html#zoho-res)

## **Customer's responsibility**

Let's look at how you are responsible for protecting your data in the cloud and the security of your devices.

#### **Data accountability**

You are responsible for:

* The data you share and receive over the cloud. You decide whom you share it with, the period, and the means of sharing.
* Ensuring the privacy of data you handle using ISAS SYSTEMS services, to ensure that you do not accidentally or willingly make any private content publicly available.
* Maintaining the accuracy of the data that you process in your system.
* Ensuring that your ISAS SYSTEMS service account is not used by you or others on your behalf for spamming or illegal activities, that ISAS SYSTEMS services are only used for their intended purposes.

#### **Passwords**

You are responsible for creating a strong password and safeguarding it when you use it to log in and access the cloud.

#### **Client and end-point security**

* The compromise of one of your endpoints (whether your laptop, desktop, or smart phone) will render all other controls ineffective.
* You are responsible for your end-point security and are expected to keep your browser services, mobile OS, and mobile applications updated to the latest version and patched against vulnerabilities.

## **Shared responsibility**

Responsibility of control that will apply to both you and ISAS SYSTEMS.

#### **Identity and access management**

We provide infrastructure for managing user accounts through Identity and Access Management (IAM) service by facilitating:

* User registration, de-registration options, and specifications on how to use them.
* Functionality for managing access rights of your cloud users.
* Strong authentication techniques such as Multi-Factor Authentication and IP address restrictions.

You are responsible for:

* Implementing strong user access management controls.
* Configuring strong passwords based on the organization's policy and protecting them.
* Enabling Multi-Factor Authentication for your organization's users.
* Administering user accounts and privileges—configuring user roles according to the principal of least privilege.
* Defining the administrator(s) of the organization's account and having a proper process for ownership transfers. Taking necessary steps to ensure that your organization does not lose control of its administrator accounts.
* Periodically reviewing the list of users with access to data and removing access for anyone who should not have it.
* Frequently reviewing devices linked to the organization's user accounts and removing unused or unauthorized devices.
* Monitoring your organization's user accounts for malicious access or usage.
* Notifying ISAS SYSTEMS of any unauthorized use of your organization’s accounts.
* Educating your users on the importance of good password management, the risks on credential reuse, social logins, and phishing attacks.

#### **Data Management**

We provide a platform for you to manage your data with:

* Data sharing features for administrator and user-level controls.
* Audit features on customer data to provide transparency on important activities and to track changes.
* Data interoperability—the option to take a complete backup of data and configurations to migrate all or a part of your data to another SaaS provider.
* Data retention and disposal—we hold the data in your account as long as you choose to use ISAS SYSTEMS Services. Once you terminate your ISAS SYSTEMS user account, your data will get deleted from the active database during the next cleanup that occurs once every six months. The data deleted from the active database will be deleted from backups after three months.
* Access limitations features to limit employees from accessing customer data and ensure that they can only do so if there is a specific reason.

You are accountable for:

* Due diligence while processing information belonging to special categories (for example, personal/sensitive data) by applying appropriate controls to comply with the requirements of applicable legislation.
* Configuring proper sharing and viewing permissions.
* Regularly reviewing audit reports to identify any suspicious activity.
* Maintaining up-to-date contact information with ISAS SYSTEMS.
* Taking your data out of the system once you stop using our services. Otherwise it will be subjected to permanent deletion without any scope for recovery.

#### **Managing data to other parties**

We work towards having secure integrations and extensions to our applications by:

* **Marketplace applications:** Performing functional testing, security testing, and privacy testing once an application is submitted to us. We also perform product review and content review.
* **Sub-processors:** Evaluating the security and privacy practices of sub-processors whom we wish to contract to ensure that they are in line with ISAS SYSTEMS information security and privacy standards. We then execute appropriate data protection agreements with them.
* We review the privacy policy and terms of service of our vendors and ensure that their operations stick to it.

We expect you to:

* Enable or disable third-party integrations after taking into consideration the data that gets shared to third-party environments. You must review the terms and the privacy policy of the third-party service regarding the collection, use, or disclosure of data.
* Mark your preference on whether you would like to share your details with vendors every time an extension is installed.
* Assess the suitability of the Marketplace Apps and the reasonableness of the requested permissions prior to installation.
* Notify ISAS SYSTEMS of any malicious behavior identified in the Marketplace Apps.

#### **Data subject rights**

We are accountable for:

* Providing features that enable customers to cater to and protect the rights of your customers.
* Notifying you of requests from your customers when they contact us directly for exercising their rights.

You are obliged to:

* Honor and handle requests from customers for data access, rectification, deletion, and restrictions in processing of their personal information.

#### **Encryption**

We safeguard your data using encryption at transit and at rest in the following ways:

* Data in transit: Customer data transmitted to our servers over public networks is protected using strong encryption protocols. We mandate all connections to our servers use Transport Layer Security (TLS 1.2/1.3) encryption with strong ciphers for all connections including web access, API access, our mobile apps, and IMAP/POP/SMTP access.
* Data at rest: Sensitive customer data is encrypted at rest using Advanced Encryption Standard (AES) 256-bit algorithm. The data that is encrypted at rest varies with the services you opt for. We own and maintain the keys using our in-house Key Management Service(KMS).

We suggest you to:

* Determine your encryption needs. For data at rest, in many instances while using our services, you may be responsible for defining which of the fields need to be encrypted.
* When the data from our cloud is downloaded or exported into your environment or synced within integrations in ISAS SYSTEMS or with any other third-party integration, you need to ensure that relevant encryption controls are applied. For example, enable disk encryption on your devices and use the export feature with password protection enabled, etc.

#### **Backups**

We are equipped with a robust system to:

* Maintain system-level backups encrypted with AES-256 bit algorithm and stored securely. Automatically run integrity and validation checks of the full backups.
* Enable requests for data restoration and provide secure access to it within the retention period. Provide customers a feature to export and take a backup of their data.

From your end, you can:

* Schedule a backup for your data, export it from its respective ISAS SYSTEMS services, and store it locally in your infrastructure, if necessary. You are responsible for storing it in a secure manner.

#### **Incident management**

From our side, we ensure to:

* Report all incidents of breach that we are aware of and that applies to you along with impact details and suitable actions. For incidents specific to an individual user or an organization, we will notify the concerned party through email registered with us.
* Track such incidents and close them.
* Implement controls to prevent recurrence of similar incidents.
* If requested, we will provide additional evidence related to the incident that applies to you.

We expect you to:

* Take actions suggested by ISAS SYSTEMS in case of a breach.
* Meet your data breach disclosure and notification requirements, such as notifying your end users and data protection authorities when relevant.

Report security and privacy incidents that you are aware of to [[info@isassystems.com](mailto:incidents@zohocorp.com)](mailto:abuse@zohocorp.com)

* [.](mailto:incidents@zohocorp.com)

#### **Awareness and training**

We take complete responsibility for:

* Training our employees to be security-conscious and to adhere to a secure development standard. Newly hired employees take part in mandatory security and privacy training in addition to receiving regular security awareness training via informational emails, presentations, and resources available on our intranet.
* Training our employees on appropriate handling of cloud service customer data.

You are responsible for training cloud users on:

* Standards and procedures for the use of our services.
* How the risks related to our services are managed.
* Risks on the general system and the network environment.
* Applicable legal and regulatory considerations.

#### **Policy and compliance**

We adhere to set of guidelines, such as:

* We have a comprehensive risk management program in place and effectively implement the controls.
* We operate within the law of various jurisdictions where we operate from.
* We provide evidence of compliance with applicable legislations and based on our contractual requirements.
* We will assist in DPIA assessments of our customers to the extent allowed by the applicable laws.

We expect you to:

* Evaluate regulations and laws that are applicable to you and to review our compliance with regulations and standards that are needed for your business. You can request for additional information to serve as evidence of our compliance.
* Understand our policies, our policy assessment methods, and how we process data.
* Conduct DPIA as required by the data protection laws applicable to your organisation before / while processing data
* Before you process any personal/sensitive data, assess your lawful basis. In case your lawful basis is consent, ensure you obtain the consent from your customers.
* Assess the suitability of our cloud-based services based on the information we provide and ensure it is sufficient to meet your compliance needs.
* Understand the risk profile and sensitivity of the data hosted in the Zoho services and apply appropriate controls.

## **ISAS SYSTEMS responsibility**

We are responsible for the protection 'of' the cloud and related controls that run all ISAS SYSTEMS services.

#### **Data security**

* We are responsible for the isolation of your data stored with us. Each customer's service data is logically separated from other customers' data using a set of secure protocols in the framework.
* We are responsible for the confidentiality of your data stored with us at rest, in transmission, and during processing.
* We are responsible for the integrity of both your data and system data such as logs and configuration data.
* We are responsible for traceability and control of your data, such that at any given time, the physical location and processing of data can be known.

#### **Availability**

* We are responsible for ensuring that our services are available as per our uptime SLA of 99.9% by handling hardware/software failures and threats like denial of service attacks.

As a customer, you can visit [info@isassystems.com](mailto:abuse@zohocorp.com)

* at any time to view the current site status, as well as past disruptions.

#### **Business continuity**

* We are responsible for having a business continuity plan in place for our major operations such as support and infrastructure management.
* We will ensure that the application data stored on resilient storage is replicated across data centers. Data in the primary DC is replicated in the secondary in near real-time, and we can switch to the secondary in case of any disaster.

#### **Network controls**

We are responsible for operating a secure production network. We use firewalls to prevent our network from unauthorized access and undesirable traffic. Access to production networks is strictly controlled.

#### **Host infrastructure**

We are responsible for protecting and securing the host infrastructure. All servers provisioned in the production network are hardened according to the standards. OS patch management, baseline configuration, and Host intrusion detection technologies are adopted to maintain a secure infrastructure.

#### **Physical security**

We are responsible to ensure that our infrastructure is protected from unauthorized physical access, intrusion, and disasters.

## **Conclusion**

The shared responsibility model for cloud security provides clarity on security expectations for cloud users and cloud service providers. However, an understanding of the expectation is just the first step. Users must take action on these responsibilities by creating policies and procedures for their portion of cloud security. ISAS SYSTEMS will continue to work hard to keep your data secure—like we always have—and will strive to work towards a secure cloud environment.

For any further queries on this topic, feel free to contact us at [info@isassystems.com](mailto:abuse@zohocorp.com)

**Policies**

Abuse Policy:

## **Types of Abuse**

We have sorted various kinds of abuse into the following categories:

**Spam, Malware and Phishing**– Users are prohibited from using ISAS SYSTEMS Services for the transmission of "junk mail", "spam", "chain letters", “phishing” or unsolicited mass distribution of email. An example of a phishing attempt is an email requesting you to reveal your credit card number to be eligible for a prize amount.

**Promotes Hatred, Violence or Illegal/Offensive Activities**– Transmission or publishing any content that (i) is unlawful, illegal, hateful, promotes racism or promotes discrimination or hatred based on ethnicity, and (ii) defames, abuses, harasses, stalks, threatens or otherwise violates privacy and other legal rights of others, are explicitly considered as prohibited activities by ISAS SYSTEMS.

**Sexually Explicit Material**– Sexually explicit materials are those materials that contain adult or mature content. We do not authorize users to publish or transmit sexually explicit material using ISAS SYSTEMS Services.

**Child Exploitation**– We have a zero tolerance policy towards content that exploits children. This means we will terminate the accounts of any user that we find sharing or publishing child abuse content. We will also report the content and its owner to law enforcement authorities.

**Personal and Confidential Information**– We do not allow use of ISAS SYSTEMS services to publish personal and confidential information of persons that is not publicly accessible without their explicit consent. Examples of personal and confidential information are full name, phone number, address, social security number, credit card number, government issued identification card details and bank information.

**Copyright infringement**– Copyright infringement occurs when someone other than the copyright holder copies the “expression” of a work. If you discover that there has been copyright infringement by a user involving your work we will take necessary action as specified [here.](https://www.zoho.com/ipr-complaints.html)

**Other Violations**– If you believe that you have a violation to report, that does not fall within any of the categories mentioned above, you may choose this to report such violation. Please note that you will be required to provide a description of such violation for us to take an appropriate action.

Anti-Spam Policy:

By “permission” we mean express and provable permission granted to you. A permission to send commercial emails may be through:

* Submission of email address as part of downloading anything from your website or ordering a product or service from you.
* Subscription to an email newsletter by filling a form on your website.
* Someone has provided you with the email address as part of participation in any contest, event or survey conducted by you and you have informed him/her that you would be sending them marketing emails.
* Any instance where a person completing a form has checked an opt-in checkbox indicating their willingness to be contacted by you through email, provided the checkbox is unchecked by default and you have informed such person that the nature of the emails will be commercial.
* Any business card given by a person who has expressed his/her willingness to receive emails of a commercial nature. Willingness to receive emails of a commercial nature will be presumed where the business card was dropped in your booth at a tradeshow.

The rule of thumb is “Do not use Covered Services to send mails or messages to email addresses to which you do not have express permission to send emails on the subject of the email.” We insist on 100% compliance with the above rule.

When we say 100%, we do not include those instances where the recipient of an email has marked it as Spam although you have an express provable permission to send emails to that email address. It should be borne in mind that a permission once granted is deemed to have been revoked if the recipient of a mail has opted out of receiving emails from you.

In particular, you shall strictly comply with the following rules, which clarify the Rule of Thumb mentioned above:

* You should have explicit permission to contact the recipient on the subject of your email. You shall maintain sufficient proof of the fact that you have received permission from all recipients of emails sent by you through Covered Services.
* You shall not import or send emails to email addresses that you have bought, loaned, rented or in any way acquired from a third party, irrespective of any claim about quality or permission, while using Covered Services. You shall also refrain from importing into your Covered Services account or sending mails to email addresses you have collected from other websites.
* You shall ensure that the routing and header information including your emails “From” and “To,” the originating domain name and email address are true and accurate.
* You shall not use subject lines that mislead the recipient about the contents or subject matter of the message.
* You shall provide a one-click unsubscribe option in all emails and refrain from sending emails to persons who have opted out or un-subscribed from your mailing list. The request to opt-out from the mailing list should be honored within 10 days from the date of request.
* You shall include your valid physical postal address in all emails sent through Covered Services.
* You shall include a conspicuous notice in all marketing emails that the message is an advertisement or solicitation and that the recipient can opt out of receiving more commercial emails from you.

We may, at any time, require you to prove that you have express permission to send emails to email addresses you have imported to your Covered Services irrespective of whether you have sent marketing emails to such email addresses.

Your use of Covered Services signifies your unconditional acceptance of this Anti-Spam Policy.

If you have any questions about our Anti-Spam Policy, or if you want to report spamming activity by one of our customers, please contact our abuse department at:

#### **Postal Address**

ZOHO Corporation  
4141 Hacienda Drive  
Pleasanton, CA 94588, USA

#### **Telephone**

[+1 408 916 9876](tel:+14089169876)

#### **Fax**

+1 925 924 9600

#### **Email**

[info@isassystems.com](mailto:abuse@zohocorp.com)

IPR Complaints Policy:

## **Complaint Procedure**

If you believe that content on any of the Zoho services has violated your copyright or other intellectual property right, please write to our Designated Agent providing the following information:

* An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright or other intellectual property right alleged to be infringed;
* A description of the copyrighted work or other intellectual property that you claim to have been infringed;
* Identification of the material that you claim to be infringing including information regarding its location that would enable it to be located and if possible the URL of such infringing material;
* Information that would enable us to contact you, such as your address, telephone number, and email address (if available);
* A statement by you to the effect that you believe in good faith that the use of the infringing material in the manner complained of is not authorized by the copyright or intellectual property owner, its agent, or the law;
* A statement by you, under penalty of perjury, that the above information contained in your communication is accurate and that you are authorized to act on behalf of the owner of copyright or other intellectual property right.

Your notice with the above information to be effective should be sent to our Designated Agent for notice of claims of infringement of copyright and intellectual property rights at the following address

**Designated Agent (IPR complaints)**  
C/o ZOHO Corporation  
4141 Hacienda Drive  
Pleasanton, CA 94588, USA  
Phone: [+1-925-924-9500](tel:19259249500)  
Fax: +1-925-924-9600   
Email: [info@isassystems.com](mailto:info@isassystems.com)

Please take note that if you knowingly misrepresent that any material or activity is infringing, you may be subject to liability under Section 512(f) of the Copyright Act.

## **Counter-notice Procedure**

If you are a subscriber and you feel that material posted by you on any of the ISAS SYSTEMS services has been wrongly removed, please write to our Designated Agent providing the following information:

* your physical or electronic signature;
* identification of material posted by you that has been removed, or to which access has been disabled and the location at which the material appeared before it was removed or access to it was disabled;
* a statement by you, under penalty of perjury that you believe in good faith that the material was removed or disabled as a result of mistake or wrong identification of the material to be removed or disabled;
* your name, address, email and telephone number, and a statement to the effect that you consent to the jurisdiction of Federal District Court, within the jurisdiction of which your address is located, or if your address is outside the United States, the Federal District Court, having jurisdiction over the place of business of the service provider ZOHO Corporation and that you will accept service of process from the person who provided notification of infringement or his agent.

Your counter-notice with the above information to be effective should be sent to our Designated Agent for notice of claims of infringement of copyright and intellectual property rights at the following address

**Designated Agent (IPR complaints)**  
C/o ZOHO Corporation  
4141 Hacienda Drive  
Pleasanton, CA 94588, USA  
Phone: [+1-925-924-9500](tel:19259249500)  
Fax: +1-925-924-9600   
Email: [info@isassystems.com](mailto:abuse@zohocorp.com)

Please take note that if you knowingly misrepresent that material was removed or activity was disabled as a result of mistake or wrong identification, you may be subject to liability under Section 512(f) of the Copyright Acts. Also, kindly note that we have a policy of terminating the accounts of subscribers who repeatedly infringe copyright or other third party rights.