Privacy Policy

In your interactions with the Glific service, we obtain various pieces of Personal Information (PI) to provide a high-quality messaging service. We take privacy very seriously and will protect the PI that you entrust to us.

In this document, we describe what data we collect from you, how we store it, and how we use it. Please read this document carefully to understand what data we collect, retain and use. If you have any questions about this policy or about the data we collect, please contact me at the address provided at the end.

This policy is effective from 12th April 2021

Who we are

Glific is a SAAS service built on top of Glific software, which is hosted and managed by Tech4Dev Project Private Limited.

You are sharing your information with Glific SAAS for the use of the Glific service.

What we collect

When you sign up with us we collect the following information from you.

- Phone Number
- Email Address
- Password
- Organization Information
- Billing Information

We may also collect other pieces of information when you call our customer support channels so we can provide optimal support.

We securely store your conversations according to our Data Retention Policy (see "How we store your information" section below for details).

How we use the information we collect

We use the information(as described above) you give us to

- Provide you with a messaging service to communicate with your contacts.
- Provide you a pleasant user experience while interacting with our system.
- To provide you with proper technical and operational support when you contact us.
- To notify you of upcoming events, webinars, and training sessions that we hold regularly.

You may use your conversations with your end-users to generate analysis, trends and reports. Glific doesn't play a role in it. The organizations have complete control of the conversation level analytics, which happens outside the Glific Application.

The only information we record and analyze is at a product usage level to understand in what capacity the platform gets used.

Cookies

To enhance your experience on this website, we use a feature on your Internet browser called a "cookie". Cookies are small files that your Web browser places on your computer's hard drive. We use cookies to store details of authentication sessions so you can securely access your conversations.

How we store your Information

Glific securely store the information we collect on servers located in the United States and EU region (Coming soon). Glific will retain your personal information as long as you hold an account for our services.

Glific retains conversations for a period of 1-3 months so that you have the conversation history for that time. After this duration, we delete the conversations from our database, but orgs can still access all the past messages from their BigQuery database.

How we secure your Information

We take the security of your information very seriously. All data in transit is exchanged over HTTPS, a secure internet transfer protocol. All data at rest is stored on encrypted storage devices.

We control access to production servers via secure keys, which are rotated at regular intervals. Access to production servers and data is carefully monitored and logged.

We take the security of Customer Data seriously, but no system is 100% secure. So while we will do everything reasonably necessary to secure the information we cannot rule out unauthorized access, hacking, loss of information, or a data breach.

Please let us know right away if you think that your account has been compromised or misused by emailing at support@glific.org

Data privacy

Glific doesn't access the organisation data. organisations have complete control of their data which is stored in their private and secure Google BigQuery accounts. In case we need to access the data for debugging purposes we will request for prior approvals and check with the organisations.

How we might use or share your Information

We may disclose Information if required to do so by law or upon the advice of its professional advisors, such as legal counsel, that such disclosure is reasonably necessary to respond to:

- court orders, or other legal processes, or third party rights owners; or
- law enforcement offices, and/or Government agencies mandated under the law to obtain such Information;

We will make every effort to provide you prior intimation of such disclosure, to such extent as may be permissible under applicable law.

International Data Transfers

Depending on where you access Glific, your data may be transferred out of the country to our hosting servers located in the United States. This data transfer is essential to the proper operation of our service. If you have a choice for the location where your hosting server is located, you will have to install the Glific platform separately and it will not be covered under Glific but can be done on a consulting basis.

Account Access for Support & Training

The support team, if required and with the explicit written permission of the organization, can have supervised access to the organization account for debugging and training purposes.

Your rights

To opt-out of sharing your data with us as described in this Privacy Policy, you can ask us to delete your account and conversations and we will notify you when it's done. To opt-out, send mail to the address below.

You can also request details about all the data collected for your account in the email below. The Glific team will provide all data related to your account within a period of 10 working days.

For any questions, write to us at support@glific.org

FAQs

▶ **1.** How would a case of a data breach or theft be addressed?

▶ **2**. In case the association ends due to any reason, how will our data be handled?

▶ **3.** What is the current procedure in the event of incorrect billing by the Company?

▶ **4**. Does Clause 10 apply mutually?

▶ **5**. Regarding Clause 11, could you clarify how liability is intended to be handled in such cases?

Interact with your communities on WhatsApp using Glific, an open source, two-way communication platform.

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