

# Opervia Privacy Policy

**Effective Date:** [Insert Date]

At Opervia, we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and safeguard information when you use our website, software, and related services (collectively, the “Services”).

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## 1. Information We Collect

We may collect the following types of information when you interact with Opervia:

- **Personal Information:** Name, email address, phone number, job title, company name, and login credentials.
  - **Business Information:** Dealership name, store locations, machine data, service history, and customer records uploaded into the system.
  - **Technical Information:** Device type, browser, IP address, usage data, and cookies that help us improve the performance of the Services.
  - **Customer Data:** Information about your end customers (such as machines owned, service requests, or contact details) if uploaded by you into the platform.
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## 2. How We Use Your Information

Opervia uses collected information to:

- Provide and operate the Services.
- Personalize your experience and improve platform functionality.
- Process service requests, quotes, and dealership workflows.
- Send important updates, notices, or support messages.

- Analyze usage trends to improve performance and develop new features.
- Support remarketing and customer communication features, if enabled by your dealership.

We do **not** sell personal information to third parties.

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### 3. Sharing of Information

We may share information only in the following circumstances:

- **With Service Providers:** Third-party vendors who assist with hosting, analytics, payment processing, and technical support.
  - **With Your Consent:** When you direct us to share information with another system or integration partner.
  - **For Legal Compliance:** If required by law, regulation, or legal process.
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### 4. Data Security

We use industry-standard safeguards (encryption, access controls, secure hosting) to protect your information. While no system can be guaranteed 100% secure, Opervia takes reasonable measures to keep your data safe.

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### 5. Data Retention

We retain information for as long as necessary to provide the Services, fulfill business purposes, or comply with legal obligations. You may request deletion of your data at any time (see Section 7 below).

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### 6. Cookies & Tracking

Opervia may use cookies and similar technologies to:

- Maintain your login session.
- Track feature usage to improve performance.
- Provide analytics on how our Services are used.

You may disable cookies through your browser, but some features of the Services may not function properly.

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## 7. Your Rights

Depending on your jurisdiction (e.g., GDPR in the EU, CCPA in California), you may have the right to:

- Access the personal information we hold about you.
- Request corrections to inaccurate information.
- Request deletion of your information.
- Opt-out of certain communications or marketing.

To exercise these rights, please contact us at: **[Insert Contact Email]**.

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## 8. Third-Party Links

Our Services may include links to third-party websites or integrations. Opervia is not responsible for the privacy practices of those third parties.

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## 9. Children's Privacy

Opervia does not knowingly collect information from children under 13. If we learn that we have collected such data, we will delete it promptly.

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## 10. Changes to This Policy

We may update this Privacy Policy periodically. The revised version will be posted on our website with a new effective date.

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## 11. Contact Us

For questions or concerns about this Privacy Policy, contact us at:

**Opervia**

Email: [Insert Contact Email]

Phone: [Insert Contact Phone]

Address: [Insert Company Address]