**PRIVACY POLICY: DEVOPSINTEGRATION.IO**

# **INTRODUCTION**

We value the trust you place in us and recognise the importance of information and data privacy. This Privacy Policy describes how **DevOpsIntegration.IO** (**“company”, “we”, “us”, or “our**”) collects, uses, shares, protects or otherwise processes your personal information through visit of our website <https://devopsintegration.io/> or download and use our applications (which will redirect you to Zendesk, Freshdesk and Freshservice. <https://devopsintegration.io/pricing>), or any other application of ours that links to this privacy notice, any website of ours that links to this privacy notice or engages with us in other related ways, including any sales, marketing, or events.

The Company is primarily involved in the business of Providing app integration services for Customer support portals like Zendesk, Freshdesk, and Freshservice. We provide integration services between Zendesk-Azure DevOps, Zendesk - Github, Freshdesk - Azure DevOps, Freshdesk - Github, Freshservice - Azure DevOps, Freshservice - Github.

You may be able to browse all sections of the website without registering with us. By providing your information or availing any product/service offered on the Platform, you expressly agree to be bound by the terms and conditions of this Privacy Policy and agree to be governed by the laws of India including but not limited to the laws applicable to data protection and privacy. If you do not agree please do not use or access our website.

**INFORMATION COLLECTION**

**WHAT INFORMATION DO WE COLLECT?**

We collect personal information that you voluntarily provide to us when you avail our Services, express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

PERSONAL INFORMATION PROVIDED BY YOU. The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include the following:

Names, Company Names, Phone numbers, Email addresses, Mailing addresses, Contact preferences, Billing addresses, Debit/Credit card numbers, App Name, and all the relevant authorisation tokens used in the application.

SENSITIVE INFORMATION. We do not process or store any sensitive information.

PAYMENT DATA. We may collect data necessary to process your payment if you make purchases, such as your payment instrument number, and the security code associated with your payment instrument. All payment data is stored by httsps://stripe.com/. You may find their privacy notice link(s) here: https[://https://stripe.com/en-in/privacy](https://stripe.com/en-in/privacy).

APPLICATION DATA. If you use our application(s), we also may collect the following information if you choose to provide us with access or permission:

Geolocation Information. We may request access or permission to track location-based information from your mobile device, either continuously or while you are using our mobile application(s), to provide certain location-based services. If you wish to change our access or permissions, you may do so in your device's settings.

This information is primarily needed to maintain the security and operation of our application(s), for troubleshooting, and for our internal analytics and reporting purposes.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

INFORMATION AUTOMATICALLY COLLECTED. Some information such as your Internet Protocol (IP) address and/or browser and device characteristics is collected automatically when you visit our Services. We automatically collect certain information when you visit, use, or navigate the Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services, and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

**DO YOU COLLECT INFORMATION THROUGH COOKIES?**

Like many businesses, we also collect information through cookies which are text files containing small amounts of information that are downloaded to your computer or mobile device when you visit our website and allow a site to recognize your device.  We use Cookies to analyse the use of our website and online content, to facilitate/track the interaction on our website, and also for session storage. The Cookies used on our website include (1) Strictly Necessary Cookies which are essential you to move around the website and use its features, (2) First Party analytics cookies which allow us to employ data analytics so that we can measure and improve the performance of our website and provide more relevant content to you, and (3) Functionality Cookies which allow our website to provide more enhanced features.

You can adjust your cookie settings through the browser’s default cookie options. If you want to remove existing cookies from your device, you can do this using your browser options too. If you want to block future cookies being placed on your device you can choose not to track on the initial page when you are prompted to accept cookies. Please bear in mind that deleting and blocking cookies may have an impact on your user experience.

**HOW DO WE PROCESS YOUR INFORMATION?**

We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

**To facilitate account creation and authentication and otherwise manage user accounts.** We may process your information so you can create and log in to your account, as well as keep your account in working order.

**To deliver and facilitate delivery of services to the user.** We may process your information to provide you with the requested service.

**To respond to user inquiries/offer support to users.** We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.

**To send administrative information to you**. We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information.

**To fulfil and manage your orders**. We may process your information to fulfil and manage your orders, payments, returns, and exchanges made through the Services.

**To request feedback**. We may process your information when necessary to request feedback and to contact you about your use of our Services.

**To send you marketing and promotional communications**. We may process the personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt out of our marketing emails at any time. For more information, see "WHAT ARE YOUR PRIVACY RIGHTS?" below.

**To deliver targeted advertising to you**. We may process your information to develop and display personalized content and advertising tailored to your interests, location, and more.

**To protect our Services**. We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.

**To identify usage trends**. We may process information about how you use our Services to better understand how they are being used so we can improve them.

**To save or protect an individual's vital interest**. We may process your information when necessary to save or protect an individual’s vital interest, such as to prevent harm.

**WHAT LEGAL BASES DO WE RELY ON TO PROCESS YOUR INFORMATION?**

We only process your personal information when we believe it is necessary and we have a valid legal reason (i.e., legal basis) to do so under applicable law [The Digital Personal Data Protection Act 2023 and The Information Technology (Intermediary Guidelines), 2011 (SPDI Rules)], like with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfill our legitimate business interests.

**Consent**. We may process your information if you have given us permission (i.e., consent) to use your personal information for a specific purpose.

**Legitimate Interests**. We may process your information when we believe it is reasonably necessary to achieve our legitimate business interests and those interests do not outweigh your interests and fundamental rights and freedoms.

**Legal Obligations**. We may process your information where we believe it is necessary for compliance with our legal obligations, such as to cooperate with a law enforcement body or regulatory agency, exercise or defend our legal rights, or disclose your information as evidence in litigation in which we are involved.

**Vital Interests**. We may process your information where we believe it is necessary to protect your vital interests or the vital interests of a third party, such as situations involving potential threats to the safety of any person.

If you are located in the EU or UK, this section applies to you. The General Data Protection Regulation (GDPR) and UK GDPR require us to explain the valid legal bases we rely on in order to process your personal information. As such, we may rely on the following legal bases to process your personal information:

**Consent**. We may process your information if you have given us permission (i.e., consent) to use your personal information for a specific purpose. You can withdraw your consent at any time. Learn more about withdrawing your consent.

**Performance of a Contract**. We may process your personal information when we believe it is necessary to fulfill our contractual obligations to you, including providing our Services or at your request prior to entering into a contract with you.

**Legitimate Interests**. We may process your information when we believe it is reasonably necessary to achieve our legitimate business interests and those interests do not outweigh your interests and fundamental rights and freedoms.

**Legal Obligations**. We may process your information where we believe it is necessary for compliance with our legal obligations, such as to cooperate with a law enforcement body or regulatory agency, exercise or defend our legal rights, or disclose your information as evidence in litigation in which we are involved.

**Vital Interests**. We may process your information where we believe it is necessary to protect your vital interests or the vital interests of a third party, such as situations involving potential threats to the safety of any person.

The United States has various federal and state laws that cover different aspects of data privacy, like health data, financial information, or data collected from children. Some of the important privacy acts that form the valid legal bases in order to process your personal information are the Privacy Act of 1974, HIPAA, COPPA, and CCPA.

**WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?**

We don’t share your personal information with any third party. We may use your personal information for our own business purposes, such as for undertaking internal research for technological development and demonstration. This is not considered to be "selling" your personal information.

**HOW LONG DO WE KEEP YOUR INFORMATION?**

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this notice will require us to keep your personal information for longer than 45 days.

**HOW DO WE KEEP YOUR INFORMATION SAFE?**

We aim to protect your personal information through a system of technical security encryption. We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

**WHAT ARE YOUR PRIVACY RIGHTS?**

**Withdrawing your consent**: If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting our consent manager by using the contact details provided in the section "HOW CAN YOU CONTACT US ABOUT THIS NOTICE?" below. If you have questions or comments about your privacy rights, you may email us at [support@devopsintegration.io](mailto:support@devopsintegration.io).

**Right to request deletion of the data — Request to delete:** You can ask for the deletion of your personal information. If you ask us to delete your personal information, you may email us at [support@devopsintegration.io](mailto:support@devopsintegration.io). We will respect your request and delete your personal information within 5 to 7 business days, subject to certain exceptions provided by law or any processing that may be required to protect against illegal activities.

**Right to be informed — Request to know:** Depending on the circumstances, you have a right to know:

* whether we collect and use your personal information;
* the categories of personal information that we collect;
* the purposes for which the collected personal information is used;
* whether we sell or share personal information to third parties;
* the business or commercial purpose for collecting information and the specific pieces of personal information we collected about you.

**Right to Non-Discrimination for the Exercise of a User’s Privacy Rights:** We will not discriminate against you if you exercise your privacy rights.

**Verification process:** Upon receiving your request, we will need to verify your identity to determine you are the same person about whom we have the information in our system. These verification efforts require us to ask you to provide information so that we can match it with information you have previously provided us.

**Other privacy rights:**

* You may object to the processing of your personal information.
* You may request correction of your personal data if it is incorrect or no longer relevant, or ask to restrict the processing of the information.
* You may request to opt out from future selling or sharing of your personal information to third parties. Upon receiving an opt-out request, we will act upon the request as soon as feasibly possible, but no later than fifteen (15) days from the date of the request submission.

To exercise these rights, you can contact us by email at [support@devopsintegration.io](mailto:support@devopsintegration.io), or by referring to the contact details at the bottom of this document. If you have a complaint about how we handle your data, we would like to hear from you.

**DO WE COLLECT AND USE CHILDREN INFORMATION?**

Use of our Platform is available only to persons who can form a legally binding contract under the Indian Contract Act, 1872. We do not knowingly solicit or collect personal information from children under the age of 18 years. If you have shared any personal information of children under the age of 18 years, you represent that you have the authority to do so and permit us to use the information in accordance with this Privacy Policy.

**DO WE MAKE UPDATES TO THIS NOTICE?**

Yes, we will update this notice as necessary to stay compliant with relevant laws. We may update this privacy notice from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

**HOW CAN YOU CONTACT US?**

If you have questions or comments about this Policy, please contact us at [www.devopsintegration.io](https://www.devopsintegration.io/) or email us at [support@devopsintegration.io](mailto:support@devopsintegration.io)

Updated on : \_\_\_\_\_\_\_\_\_\_\_\_\_