SOLITAIRE

Privacy Policy

1. Information Collected:

1.1. Your phone number may be used to communicate with you regarding our services or to provide necessary information.

Call logs and related data may be analysed to enhance the quality of our services, troubleshoot issues, and identify areas for improvement.

1.2. Our app is designed specifically for professional use, and as part of its functionality, we may collect certain customer details, including phone numbers and call logs. This information is collected with the primary purpose of enhancing and facilitating professional interactions within the scope of our services. By using our app, you acknowledge and agree to the collection and use of this information as outlined in this privacy policy.

2. Call Log Information:

2.1 The app requires access to the call log on your device. By using our app, you acknowledge and consent to the app accessing and collecting information from your call log.

2.2 We collect call log information for the explicit purpose of logging call duration and time for professional use. This access allows us to enhance the professional experience within our app and provide valuable features tailored to your professional needs.

The app logs call duration to assist in professional time management and to provide users with insights into their communication patterns.

Access to the call log enables us to timestamp communication activities, aiding in professional record-keeping and facilitating a more organized and efficient workflow.

We prioritize the security and privacy of your call log information. This data is treated with the utmost confidentiality and is utilized exclusively for the professional purposes outlined in this privacy policy.

3. Permission Justification

3.1. android.permission.READ_CALL_LOG:

Access to this permission is necessary to access and analyse the call log on the user's device. This permission allows the app to gather details about incoming, outgoing, and missed calls. The significance of this functionality lies in its crucial role in accurately logging call duration, ensuring that professional calls are systematically tracked and managed within the app for optimal efficiency.

3.2. android.permission.WRITE_CALL_LOG:

The app requires this permission to effectively record data to the call log on the user's device. With write access, the app can modify call information by adding pertinent details or designating calls as professional within the call log. This functionality plays a crucial role in preserving a precise and thorough record of professional communications.

3.3. android.permission.PROCESS_OUTGOING_CALLS:

Granting this permission enables the app to intercept and handle outgoing calls. The app requires this capability to monitor and document outgoing calls initiated by your internal teams. Through processing outgoing calls, the app can gather crucial details, including call duration and timing, thereby ensuring that professional calls are executed punctually.

3.4. android.permission.RECEIVE_SMS:

Granting permission to receive SMS is essential for the app to observe and capture incoming text messages. This is particularly crucial for professional communication, especially when SMS is utilized for interacting with customers or receiving essential information related to calls. This feature enhances the overall functionality of the app, facilitating comprehensive tracking of communication.

3.5. android.permission.READ_SMS:

Accessing SMS content necessitates the permission to read SMS, playing a crucial role in retrieving information from incoming text messages. This permission is vital for extracting pertinent details, such as customer information or instructions, to augment the context of professional calls within the app. It plays a pivotal role in creating a more integrated and streamlined communication log.

3.6. android.permission.SEND_SMS:

Granting permission to send SMS is required when the app includes features for sending text messages as part of its professional communication functionalities. This capability is essential for tasks such as confirming appointments, delivering updates, or engaging in other necessary communications with customers. It plays a pivotal role in establishing a comprehensive communication platform within the app.

4. Usage of Information:

4.1 Utilizing collected information enables us to provide a more personalized and user-centric experience, tailoring our services to the specific needs of our users for timely and effective customer calls.

The collected information is instrumental in tracking and analysing call durations, ensuring that customer calls are made and received promptly.

4.2 We want to emphasize that the information we collect is exclusively used for internal purposes related to professional communication. This commitment ensures that the data, including call logs and associated details, is employed solely for the following internal objectives:

5. Data Security:

We prioritize the security and confidentiality of the data we collect. To ensure the protection of collected information, we have implemented robust security measures.

Strict access controls are enforced to limit and regulate access to collected information. Only authorized personnel with specific roles and responsibilities have access to the data, and access permissions are regularly reviewed.

All collected data, including call logs and related details, is encrypted using industry-standard protocols during transmission and storage. This encryption safeguards the data from unauthorized access or interception.

Multi-factor authentication mechanisms are implemented to verify the identity of users accessing the system, preventing unauthorized access, and enhancing overall account security.

We adhere to applicable data protection regulations and standards, ensuring that our security practices align with legal requirements to protect user data.

6. Third-Party Sharing:

We want to be transparent about our data-sharing practices, and if applicable, we may share certain data with third parties. The purpose of such sharing is clearly defined and aligned with providing and improving our services. Here's how and why we may share data:

Any data shared with third parties is done with a clear purpose related to enhancing and supporting our services. This may include collaborating with service providers or partners to improve the functionality, security, or overall user experience of our platform.

7. User Rights:

Users have the right to request access to the personal information we hold about them. Upon request, we will provide details about the nature and scope of the data we have collected.

Users have the right to correct any inaccuracies in their personal information. If users believe that the information, we have is inaccurate or incomplete, they can request corrections or updates.

Users may object to the processing of their personal information for specific purposes. We will respect these objections unless there are compelling legal reasons to continue processing the data.

Users have the right to receive their personal information in a structured, commonly used, and machine-readable format. This facilitates the transfer of data to another service provider if requested.

Where consent is the legal basis for processing personal information, users have the right to withdraw their consent at any time. Withdrawal of consent does not affect the lawfulness of processing before the withdrawal.

8. Compliance:

We are committed to maintaining a high standard of compliance with data protection laws and regulations. Our approach to compliance is outlined as follows:

We adhere to applicable data protection laws and regulations, ensuring that our data practices are in compliance with legal requirements to safeguard user privacy.

We respect and uphold the rights of our users concerning their personal information. We have processes in place to address and fulfil user requests related to data access, correction, deletion, and other rights.

We implement robust security measures to protect the confidentiality and integrity of user data. These measures are designed to meet or exceed industry standards and legal requirements.

We maintain transparent communication with our users regarding our data practices. Our privacy policy is easily accessible, providing clear information about how we collect, use, and protect user data.

Where user consent is required for data processing activities, we ensure that clear and informed consent is obtained before proceeding with such activities.

9. Changes to Privacy Policy:

As our services evolve and improve, we may need to update our privacy policy to reflect these changes. We are committed to keeping our users informed about any modifications to our data practices. Here's how we manage changes to our privacy policy:

Users will be notified of any significant changes to our privacy policy through prominent notices on our platform or via other communication channels.

We encourage users to review our privacy policy periodically to stay informed about how their data is collected, used, and protected.