**PRIVACY POLICY OF SAPPHIRE MEET**

This **Privacy Policy** provides a clear explanation of how **Sapphire Meet** collects information about you when you interact with Sapphire Meet, including through our websites, applications, and services. It also lets you know what choices you have regarding our use of your information and how you can exercise access and update that information.

Please read this Privacy Policy carefully. By using and/or accessing our Services (defined below) you acknowledge that you have read and understood this Privacy Policy.

**WHAT INFORMATION DO WE COLLECT?**

**Information you provide to us-** When you sign up for and use our services, chat with technical support or sales team, send us an email, request a demo or a free trial, or communicate with us in any way, you are deliberately giving us information that we collect. That information may include your name, email address, address, phone number, etc. By giving us this information, you consent to this information being collected, used and processed as described in our [Terms of Use](https://trueconf.com/company/legal/terms.html) and in this Privacy Policy.

**Information we collect automatically**- When you browse our websites, we may collect information about your visit to our websites, your usage of the Services, and your web browsing. That information may include your IP address, your operating system, your browser, language, device, and other information. We may collect this information as a part of log files as well as through the use of cookies or other tracking technologies. Our use of cookies is described below.

**Cookies and tracking**-We use cookies to allow us to understand what areas of the site are of interest to you so we can better serve and provide you with tailored information from the site.

**The type of information cookies collect can include:**

Your device’s IP address, browser and device type you are using, how long you stay on the website, which pages you visit, and a unique string which helps us identify and continue your browser session.

To learn more about how to control your cookie settings and how we use cookies and tracking technologies on our websites, please refer to our [Cookie Policy](https://trueconf.com/company/legal/cookie.html). to provide Sapphire meet for web and desktop and other Services that are web-based, improve your experiences, understand how our Services are being used, and customize our Services;

To remember your choices, such as your language preferences, and otherwise to customize our Services for you; and

**Recordings and screen sharing**- Sapphire Meet does not collect any information you provide during video meetings, including screen sharing sessions or video conference recordings. Videos recorded by Sapphire Meet may only be recorded and saved on your company’s premises or user’s personal computer. We do not and cannot control whether you are being audio or video recorded via Sapphire Meet application or a third-party technology. If you do not want to be recorded during Sapphire Meet meetings, you shall choose corresponding application settings to refuse to be recorded. Finally, your use of certain Sapphire Meet features (e.g. recording) may result in the sharing or publication of some of your personal data. For example, if you participate in a Sapphire Meet meeting, you should acknowledge that the information you provide there could be made broadly available to other conference participants.

By making a recording of any video meeting or screen sharing session using Sapphire Meet you and your company represent and warrant that you have received legally sufficient consent from all viewers for such a recording prior to starting a recording; you will make, use, store, and otherwise process such a recording in accordance with applicable laws, rules, and regulations, including data protection laws; you will store and otherwise restrict access to such recordings using appropriate technical and organizational safeguards.

**HOW DO WE USE THE INFORMATION WE COLLECT?**

**Providing requested products and services**-Your email address is used to provide you with the products or services (send license keys, download links, activation tutorials, inform about product expiration, security updates and billing details). The information given in these emails is crucial for activating and use of the products and services you signed up for. Such emails do not contain any marketing or promotional information and are solely used to deliver the product or service to the end user or customer. You may not be able to use some of our products and services if you decline collection of your email address.

**Sales activities**- We use your name, phone number and email address to communicate with you about Sapphire Meet products and services, provide pre-sale and deployment assistance, and process orders.

**Marketing activities**- We use your email address to deliver a newsletter about new product’s versions or services, events we participate in your country or city, case studies, special offers, terms of use updates, and other company-related information which we believe is important. To start receiving a newsletter you have to manually and explicitly opt-in by clicking a confirmation link in a welcome email. You can unsubscribe from our newsletter at any moment by clicking unsubscribe link in every newsletter we send to you or by contacting us directly at

**Customer support**- Your name, email address and phone number is also used to provide technical support for products and services, send responses to tickets you create and call you when products issues require our immediate attention.

**Quality assurance**- Our client applications automatically collect anonymous information about your endpoint (application version, device hardware specifications and network performance statistics) to enhance our products and services quality. We use this information to optimize and provide compatibility of our solutions with specific devices and networks you are using. Our software may also download and install some updates with your permission.

**Web data analytics**. Sapphire Meet collects statistical and analytical data in connection with the operation and performance of our websites, services, marketing and sales activities. The information we collect is used to evaluate the performance of our websites and services, as well as to better understand the needs of our customers and users.

**WHO DO WE SHARE IT WITH?**

**Sapphire Meet may share your information as follows:**

**Sapphire Meet** subsidiaries in accordance with our business purposes.

**Sapphire Meet** channel partners, under appropriate non-disclosure and data security obligations for purposes of reselling of our products or services.

**Service Providers**. We may share your information with our third-party service providers, who help us, provide and support our products and services, e.g. email marketing services, tracking services, payment processors, etc. These third-party service providers enter into a contract that requires them to use your personal information only for the provision of services to us and in a manner that is consistent with this policy.

We will disclose information when we believe such action is necessary or desirable to respond to legal process or government demands or requests, to protect lives or property rights, to maintain the security of our products or services, or to help defend ourselves against any claims or allegations.

**HOW DO WE PROTECT YOUR INFORMATION?**

We always execute the following rules in order to safeguard and protect the personal information you provide:

Require authentication before signing in into your personal area on our websites.

**Store all personal data in encrypted form**.

However, the Internet is not a 100% secure environment and despite our safeguards we cannot guarantee the full security of your information. While using Internet-connected services, you are responsible for maintaining the secrecy of your unique accounts and personal data and for controlling access to communications services.

**WHERE IS INFORMATION WE COLLECT STORED?**

Electronic information collected by Sapphire Meet website for our users is kept on the servers that are owned and operated by Sapphire Meet INC.

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

To store personal data about you we need your consent to store it. For personal data related to your specific use of our products and services our stated policy is to retain that data for 2 years. We may also store your name, phone and email address for a longer period of time if we need to maintain effective business relations with you.

**ACCESS AND CONTROL OF PERSONAL DATA**

You have the right to access the information we have about you at any time. As well as to request us to delete, modify, or export the personal data we store about you.

Transactional emails containing your license or billing information do not have an unsubscribe link by default, since it will not be possible to keep providing you with our services. Please contact us directly at [privacy@sapphiremeet.com](mailto:privacy@trueconf.com) if you want to opt-out from such emails.

Sapphire Meet newsletters contain an unsubscribe link, so that you always can use this link to opt-out from our newsletter.

We strive to keep your information accurate, current, and complete. For accessing, modifying, exporting or deleting your personal information please submit your request via email to [privacy@sapphiremeet.com](mailto:privacy@trueconf.com). We normally respond to requests within 5 business days.

If you have created a Sapphire Meet Online account and would like to delete it, please send an email to [privacy@sapphiremeet.com](mailto:privacy@trueconf.com)

You can always manage, enable or disable cookies in your browser. To delete your cookies, please refer to your browser documentation.

**Copyright**

To report copyright infringement and request that Sapphire meet remove any infringing content it is hosting (such as a Sapphire meet user's profile picture, profile name, or status message), please email a completed copyright infringement claim to [support@sapphiremeet.com](mailto:support@sapphiremeet.com) (including all of the information listed below). You can also mail a complete copyright infringement claim to Sapphire meet copyright agent:

**Trademark**

To report trademark infringement and request that Sapphire meet remove any infringing content it is hosting, please email a complete trademark infringement claim to [support@sapphiremeet.com](mailto:support@sapphiremeet.com) (including all of the information listed below).Before you report a claim of trademark infringement, you may want to send a message to the relevant Sapphire meet user you believe may be infringing your trademark. You may be able to resolve the issue without contacting Sapphire meet.