Privacy Policy

Last Updated: December 06, 2025

Company: Kovai Tapes Private Limited
Contact Email: kovaitapesprivatelimited@gmail.com

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1. Overview

This application ("ERPNext Meta Integration" or "the App") is developed and maintained by Kovai Tapes Private Limited. The App integrates with Meta platforms (Facebook, Instagram, and WhatsApp) to automate content publishing from ERPNext installations.

We respect your privacy. We do not collect, access, or store personal information from your followers, page visitors, or end users who interact with your content on Meta platforms.

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2. Information We Collect and Access

2.1 From Your Business Accounts

When you connect your Meta business accounts to our App, we access only the following information necessary for publishing functionality:

Facebook Pages:

- Page name and Page ID
- Page access tokens (for authentication)
- Post/media IDs after content is published

Instagram Business Accounts:

- Account username and Account ID
- Account access tokens (for authentication)
- Media IDs after content is published

WhatsApp Business Accounts:

- Business phone number ID
- Access tokens (for authentication)
- Message delivery status

2.2 What We DO NOT Access

- Personal information of your followers, fans, or page visitors

- Private messages from users
- Email addresses or phone numbers of end users
- Comments or engagement metrics (unless you explicitly enable optional analytics features)
- User-generated content from your followers
- Demographic information about your audience

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3. How We Use Your Data

We use the collected data solely for the following purposes:

- **Authentication:** To verify and maintain your connection to Meta platforms
- **Content Publishing:** To post content from your ERPNext system to your connected accounts
- **Delivery Verification:** To confirm successful publishing of content
- **Technical Support:** To troubleshoot issues with the integration

We never:

- Share your data with third parties for marketing purposes
- Sell your data to anyone
- Use your data for purposes beyond the App's functionality
- Access your data without your explicit authorization

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4. Data Storage and Security

4.1 Where Your Data is Stored

- All data is stored securely within **your own ERPNext installation**
- We do not maintain separate databases of customer data
- Your data remains under your direct control

4.2 Security Measures

- Access tokens are encrypted at rest
- All API communications use HTTPS/TLS encryption
- Access is restricted to authorized personnel only
- Regular security audits and updates
- Secure token storage following industry best practices

4.3 Data Breach Notification

In the unlikely event of a security breach affecting your data, we will notify you within 72 hours via email at the address associated with your account.

5. Data Retention and Deletion

5.1 How Long We Keep Data

- Access tokens are retained only while the integration remains active
- Tokens are automatically deleted when you disconnect the App
- Publishing logs may be retained for up to 90 days for troubleshooting

5.2 Data Deletion Instructions

You can request complete data deletion at any time:

1. **Automatic Deletion:** Disconnect the App via Facebook Business Settings
2. **Manual Request:** Email us at kovaitapesprivatelimited@gmail.com with subject "Data Deletion Request"
3. **Platform Deletion:** Revoke app access through Meta's platform settings

We will complete all deletion requests within 30 days and send confirmation via email.

6. Your Privacy Rights

Depending on your location, you may have the following rights:

- **Right to Access:** Request a copy of data we hold about you
- **Right to Correction:** Update or correct inaccurate information
- **Right to Deletion:** Request deletion of your data (see Section 5.2)
- **Right to Portability:** Receive your data in a machine-readable format
- **Right to Withdraw Consent:** Disconnect the App at any time
- **Right to Object:** Object to certain data processing activities
- **Right to Restriction:** Limit how we process your data

To exercise any of these rights, contact us at kovaitapesprivatelimited@gmail.com.

7. Third-Party Services

This App relies on the following third-party services:

7.1 ERPNext/Frappe Framework

- Your self-hosted ERPNext installation stores all data
- Subject to your own hosting provider's privacy policy

7.2 Meta Platforms

- Facebook, Instagram, and WhatsApp APIs
- Subject to [Meta's Privacy Policy](#)
- Subject to [Meta Platform Terms](#)

We are not responsible for the privacy practices of third-party services.

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8. Children's Privacy

Our App is intended for business use only. We do not knowingly collect or solicit data from individuals under the age of 13 (or 16 in the EU). If you believe we have inadvertently collected such information, contact us immediately at kovaitapesprivatelimited@gmail.com.

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9. International Data Transfers

Your data is processed within your own ERPNext installation under your control. We do not transfer data internationally. Any data processing occurs within your chosen hosting infrastructure.

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10. Compliance

We comply with:

- **Meta Developer Policies** and Platform Terms
- **General Data Protection Regulation (GDPR)** for EU users
- **California Consumer Privacy Act (CCPA)** for California residents
- Other applicable data protection regulations

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11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. When we make changes:

- The "Last Updated" date at the top will be revised
- Material changes will be posted prominently in the App
- We may notify you via email for significant changes

We encourage you to review this policy periodically.

12. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices:

Email: kovaitapesprivatelimited@gmail.com
Company: Kovai Tapes Private Limited

For data deletion requests, use subject line: "Data Deletion Request"
For general privacy inquiries, use subject line: "Privacy Inquiry"

We will respond to all inquiries within 10 business days.

13. Legal Basis for Processing (GDPR)

For users in the EU/EEA, we process your data based on:

- **Consent:** You explicitly authorize the App to access your Meta accounts
- **Contractual Necessity:** Processing is necessary to provide the service you requested
- **Legitimate Interest:** To improve and secure our services

You may withdraw consent at any time by disconnecting the App.