

Introduction

At Frautect (hereafter referred to as “Frautect” or “We” or “Us”), the privacy and confidentiality of Personally Identifiable Information (PII) shared with Us is handled with utmost care and respect. We want to be clear about our privacy practices and are steadfast in remaining transparent about it. This privacy policy (“Policy”) describes how your information is collected, used and disclosed by Frautect, and applies to information we collect when you use or access our website located at <https://www.frautect.com/> (the “Website”), when you access content we make available on our Website (the “Content”) and when you otherwise interact with Us (collectively referred to herein as “Services”). Please read this Policy carefully to understand our policies and practices regarding the collection and treatment of your information. You hereby expressly consent to our collection, use, sharing and disclosure of your PII as described in this privacy policy. If you are a corporate entity or an organization, references to the terms “you” and “your” shall include your employees, representatives and agents. If you do not agree with our policies and practices, your choice is not to use the Website or access the Content. By accessing or using the Website, accessing the Content or otherwise providing your information to Frautect, you agree to this Policy. You further acknowledge and confirm that this privacy policy shall apply to you as well as to any organization or company that accesses or uses the Website and Content through you (each a “Customer”).

Changes to this Policy

We may change this Policy from time to time without any notice to You. The most recent revision date will be displayed on the page. Your use of the Website, the Content or our Services after the posting of such changes constitutes your consent to such changes. We encourage you to review our Policy whenever you use or access the Website or our Content to stay informed about our information privacy practices and the ways you can help protect your privacy.

Information We Collect About You and How We Collect It

Visitors to our Website may share personal information through web forms, email communications, account creation, or other interactions with us. This information often includes contact details such as name, email address, and phone number. We may also collect data automatically during your use of our Services. By voluntarily providing this information, you affirm that you either own or are authorized to share it.

We collect personal data for purposes such as facilitating free trials, offering product evaluations or demonstrations, and enabling access to our Platform and its Services. This information helps us deliver a personalized and seamless experience while ensuring that we address your specific needs effectively.

We may also collect any personal information you provide when you:

- Use interactive features of the Website

- Sign up to evaluate the products or the Platform (including demos),
- Register on Frautect’s website
- Request customer support

We also enable visitors to the Website to contact Us by email with questions, comments or requests. The information collected from these email communications is used to reply to such questions, comments or requests.

The information collected by Us from you may include, but is not limited to:

- When you register for an account to use Frautect’s services, we may collect information such as your name, email address, or other details you voluntarily provide during the registration or service interaction process. If you purchase services, we collect billing information, including your billing name and address. However, we do not store sensitive payment details such as credit or debit card numbers.
- We may also gather information shared during communications with Frautect, such as reporting issues or providing feedback about our services. Additionally, we may collect data during events, surveys, or promotional activities, as well as information submitted through web forms or interactive features on our Website.
- While using our services or visiting our Website, we may collect technical and usage-related data, such as IP address, browser details, app activity, timestamps, search queries, and device operating systems. This information helps us improve service functionality and user experience.
- We may utilize third-party tools to enhance the functionality of our services and treat any collected data with the same level of care as personal information, adhering to this privacy policy.

Information We Collect Through Automatic Data Collection Technologies

Frautect uses cookies and similar technologies to monitor and enhance the functionality of its Website. Cookies are small data files stored on your device that help us remember preferences such as language settings or login details. While these tools may assist in collecting certain data, we do not use them to automatically retrieve personal data or personally identifiable information (PII).

Cookies enable us to tailor our Services to your preferences, providing a more convenient and seamless user experience. Any third parties working with us adhere to these principles.

How We Use Your Information

Frautect collects and processes information to deliver value-driven services and maintain compliance with legal and regulatory requirements. Specifically, your information may be used for:

1. **Providing Requested Services**
Delivering the products, services, or content you request, such as responding to queries, enabling access to resources like newsletters or white papers, and ensuring your needs are effectively addressed.
2. **Customer Support and Inquiry Responses**
Addressing your inquiries and providing timely assistance, ensuring a seamless user experience.
3. **Transaction Management**
Processing payments, issuing invoices, and confirming purchases securely and efficiently.
4. **Sending Transactional Messages**
Communicating essential updates, including order confirmations, technical notices, and security alerts, to ensure you are informed about the services you use.
5. **Data Analysis for Service Optimization**
Conducting internal statistical analysis to improve the quality and relevance of our services, enhancing your experience.
6. **Promotional and Informational Communications**
Sharing details about our products, features, promotions, and surveys tailored to your interests and preferences.
7. **Monitoring and Trend Analysis**
Observing usage patterns and activities to better understand user behavior, refine services, and optimize marketing efforts.
8. **Fraud Detection and Prevention**
Identifying and mitigating fraudulent activities, ensuring the integrity of our Platform and protecting users from unauthorized access.
9. **Personalizing Your Experience**
Customizing content, features, or advertisements to align with your preferences and interests.
10. **Compliance with Legal Obligations**
Meeting legal, regulatory, and security requirements, including responding to lawful requests, ensuring the safety and integrity of our Website and Services.
11. **Ensuring Security and Policy Adherence**
Monitoring and enforcing compliance with our security policies and addressing regulatory obligations to protect users and maintain trust.
12. **Lawful Disclosure**
Providing information as required by applicable laws, regulations, or court orders to fulfill our legal responsibilities.
13. **Additional Purposes with Consent**
Using your information for purposes not specified here but disclosed at the time of collection or with your explicit consent.

The above list represents some of the primary purposes for which your PII may be used or processed; however, it is not an exhaustive enumeration.

Sharing the Information Collected

1. **No Unauthorized Sharing or Selling**

Frautect does not sell, rent, or transfer your personal data or PII to any third parties without your prior consent. Any sharing of information is done transparently, with full disclosure of the purpose.

2. **Third-Party Service Providers**

We may collaborate with trusted service providers who assist us in delivering our core services. This includes hosting platforms, analytics providers, app monitoring tools, or systems used to combat fraud. These providers only process your data to support Frautect's services, ensuring secure and compliant handling.

3. **Aggregated Insights**

With your explicit consent, we may share anonymized and aggregated data about user behaviors and trends. This data is used to enhance our offerings, support partnerships, or enable relevant business engagements, such as collaborations with app stores or digital marketplaces.

4. **Legal and Regulatory Disclosures**

In compliance with applicable laws, we may disclose data when required by regulatory authorities, court orders, or other legal processes. This may include cooperation with government or investigative agencies to ensure compliance with laws and protect against fraudulent activities.

5. **Business Restructuring**

In the event of a merger, acquisition, restructuring, or sale of assets, your data may be transferred to the successor entity. This ensures continuity of our services. Any such transfer will be conducted securely and in line with this privacy policy.

6. **Service-Specific Data Sharing**

For any use or sharing of your personal data beyond these outlined purposes, Frautect will only proceed with your prior and explicit consent. This may include sharing specific data to enable specialized services or features that you request.

****In certain situations, Frautect may be legally restricted from notifying you about the disclosure of your information, whether by court order or other legal/statutory obligations. We reserve the right to withhold such notification at our discretion, as permitted by law, to ensure compliance with legal processes or safeguard against potential harm.****

Choices About How We Use and Disclose Your Personal Information

At Frautect, we respect your rights regarding your personal information. You can access the data we maintain, correct any inaccuracies, or request its deletion. Additionally, you have the option to object to the processing of your personal information.

Please note that requesting deletion or withdrawing consent may limit your ability to fully benefit from Frautect's services, as some features depend on this data. To verify, update, or correct your personal information, feel free to contact us directly.

Storing and Transferring the Information Collected

The information we collect is stored on servers located in India, ensuring compliance with local data protection regulations. By using Frautect's services, you consent to the storage and processing of your personal data within India.

We do not transfer your personal data to third parties unless it is essential to deliver our services and is permissible under applicable laws. Frautect implements robust security measures to ensure your data is processed safely and in accordance with data protection standards.

Security of Your Personally Identifiable Information (PII) and Personal Data

At Frautect, safeguarding your Personally Identifiable Information (PII) is our top priority. We have implemented comprehensive policies and procedures to maintain the confidentiality, privacy, and integrity of your data. Adhering to internationally recognized privacy standards, we employ physical, administrative, and technical safeguards to protect your information from unauthorized access, misuse, alteration, or destruction.

Our commitment includes continuous updates to our security measures to address emerging threats. If you have any questions about how your data is secured, please contact us directly.

Data Retention and Deletion

Frautect retains your personal data only for as long as necessary to fulfill the purposes outlined in this privacy policy. When your account is terminated, either through cancellation or suspension, your personal data will be securely deleted or anonymized.

If retention is required under legal, regulatory, or internal policy obligations, the data will be securely maintained for a minimum of one year. After this period, it will be permanently deleted or anonymized unless stored in backup archives. In such cases, the data will remain isolated and securely stored until deletion is feasible.

If you request data deletion within the one-year period and this is stipulated in your agreement at the start of your service term, we will honor such requests.

Breach Notification

At Frautect, we prioritize transparency and swift action in the event of a data breach involving Personally Identifiable Information (PII). If such an incident occurs, upon becoming aware we will notify affected individuals, data controllers, and regulatory authorities in accordance with applicable laws and within the stipulated timeframes.

To report a breach or inquire about an incident, you may contact us through the details available on the “Contact Us” page of our official website, via email at [insert email], or directly reach out to our Data Protection Officer at the address provided below.

Links to Other Websites

Our Website may include links to third-party websites for your convenience. However, Frautect is not responsible for the privacy practices or content of these external sites. This Privacy Policy applies solely to information collected by Frautect through our Website and Services. We strongly recommend reviewing the privacy policies of any third-party websites you visit to understand their data handling practices.

Contact Details of the DPO (data protection officer):

Name

Email

Company address