



Prodly Privacy Policy

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§508 Compliance

Prodly AppOps is an installable package from the Salesforce AppExchange, which integrates with an individual customer's existing implementation of Salesforce. When properly configured, Prodly AppOps runs within an existing Salesforce instance without the need to view, manipulate, or configure the application outside of the Salesforce user interface. Prodly services are entirely represented by Salesforce when properly configured. Therefore, customers seeking the 508 Compliance VPAT documentation are referred to Salesforce.

- [Salesforce's Product Accessibility Status](#)
- [Recommendations for Salesforce Accessibility](#)

Privacy Policy

Prodly Inc. ("Prodly") is very sensitive to privacy issues. We believe it is important for you to know how we treat, use, and protect the information you may provide or make available to us through your use of our website, <https://www.prodly.co> ("Website") and our products and services offered through the salesforce.com AppExchange ("Services"). This Privacy Policy describes Prodly's policies and procedures regarding the collection, use, and processing of your data from or through our Website and Services.

In accessing or using the Website or Services, you accept all the terms and conditions of this Privacy Policy. Your Personal Information may be processed in the country where it was collected as well as in other countries (including the United States) where laws regarding processing of Personal Information may be less stringent than the laws in your country.

If you do not agree with the terms and conditions of this Privacy Policy, you must immediately cease using and accessing this Website or Prodly Services.

Information in General

"Personal Information" is information about you that is personally identifiable to you like your name, address, email address, or phone number. "Anonymous Information" means information that does not permit the identification of individual persons.

Information Related to Data Processed for Our Customers

Service Provider Collection and Use

We collect information under the direction of users of the Services and have no direct relationship with the individuals whose personal data we process.

Choice

We process information on behalf of users of the Services, if your data is in the possession of one of the users of the Service and you would no longer like to have your information possessed by the user of the Service, please contact the user of the Service directly.

Service Providers and Onward Transfer

We may transfer your information, including Personal Information, to third parties that help us provide our Services, including without limitation, service providers of hosting, credit card processing, support, and email services. Transfers to these third parties are covered by the provisions in this Privacy Policy regarding notice and choice and the service agreements with those third parties.

Access to Data Controlled by Our Customers

Prodly has no direct relationship with the individuals whose personal data it processes on behalf of our customers. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate data should direct his query to the Prodly's customer (the data controller).

We do not retain any personal information submitted to our services. We will however, retain data pertaining to customer contacts and usage history as necessary to comply with our legal obligations, resolve disputes, enforce our agreements, and provide support.

How We Gather Information

When expressing an interest in obtaining additional information about the Services, or registering to use the Web sites or other Services, or registering for an event, Prodly requires you to provide the Company with personal contact information, such as name, company name, address, phone number, and email address ("Required Contact Information"). When purchasing the Services or registering for an event, Prodly may also require you to provide the Company with financial qualification and billing information, such as billing name and address, credit card number, and the number of employees within the organization that will be using the Services ("Billing Information").

We use this information to manage access to the Services and to provide you with technical support. We do not and will not share this information with anyone except as may be required by law or as otherwise outlined in this Privacy Policy. We will retain User Details and other data you supply to us in conjunction with use of the Services for as long as a customer account is active or as needed to provide you the Services. Notwithstanding the previous sentence, we will retain User Details as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. We do not retain or store any of the data we process on behalf of the users of the Services.

Additionally, in some instances, when you purchase Services from us, we request certain Personal Information from you on our order form. You must provide contact information (such as name, email, and billing address) and if paying by credit card, you need to provide our trusted third-party credit card processor with certain details (such as credit card number, and expiration date). We use this information for billing purposes and to fill your order. If we have trouble processing an order, we will use this information to contact you.

If you request customer support services for Services, we may collect Personal Information to enable us to provide such customer support services to you, such as your name, email address, and phone number.

If you register on the Website for a Prodlly webinar or participate in a web-based meeting (e.g., through GoToMeeting) for demonstration or support purposes, you will need to provide the information required by the third party vendor hosting the webinar or web-based meeting, or support features. In these cases, your data will be subject to the third party vendor's privacy policies.

Prodlly may occasionally provide you the opportunity to participate in contests or surveys on our Website. If you participate, we may request certain Personal Information from you. Participation in these surveys or contests is completely voluntary and you therefore have a choice whether or not to disclose this information. The requested information typically includes contact information (such as name and address), and demographic information (such as zip code). We may share aggregated demographic information about our user base with our partners and advertisers. This information does not identify individual users.

Log Files

As is true of most websites, we gather certain information automatically and store it in log files. This information may include Internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and/or clickstream data. We do not link this automatically collected data to other information we collect about you, nor do we use it for any other purpose.

How We Use Your Data

Prodlly only uses and processes Personal Information for the purposes described in this Privacy Policy. In addition to uses described elsewhere in this Privacy Policy, such purposes include:

- Providing our Services;
- Auditing, research and analysis in order to maintain, protect, and improve our Services;
- Ensuring the technical functioning of Services and otherwise improving Services;
- To support and maintain Services;
- Protecting the rights or property of Prodlly or our users; and,
- Developing new Services.

Unless specifically stated otherwise in this Privacy Policy, any information you provide or that we otherwise acquire from you or on your behalf is never shared with anyone other than Prodly employees. Prodly, or its third party hosting providers, stores, and processes Personal Information in the United States of America.

Data Security

Prodly safeguards the security of the data you provide us, or that we receive or retrieve from you with industry-standard physical, electronic, and managerial procedures. Likewise, you should take every precaution to protect your Personal Information when you are on the Internet. Change your passwords often, use a combination of letters, numbers and symbols, and make sure you use a secure browser.

The Services use industry-standard Transport Layer Security (TLS) encryption.

No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee absolute security of the Services or Website, or your transmission of data to or from us. If you have any questions about security on our Web site, you can contact us at support@prodly.co.

Access To Your Personal Information

Upon request Prodly will provide you with information about whether we hold, or process on behalf of a third party, any of your personal information. You may write to us at support@prodly.co to request that whatever information we have stored be changed, removed, or provided to you. We will respond to your request for access within 30 days.

We will retain your information for as long as your account is active or as needed to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Newsletters and Promotional Email

If you no longer wish to receive our newsletters and promotional communications from Prodly, you may opt-out of receiving them by following the instructions included in each newsletter or communication or by emailing us at support@prodly.co.

Testimonials

We post customer testimonials on our web site which may contain Personal Information. We do obtain the customer's consent prior to posting the testimonial to post their name along with their testimonial. If you want your testimonial removed please contact us at support@prodly.co.

Regarding Children

We do not intentionally gather Personal Information about visitors who are under the age of 16.

Social Media Widgets

Our Web site includes Social Media Features, such as the Facebook Like button and Widgets, such as the Share this button or interactive mini-programs that run on our site. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the providing company.

Blog / Forum

Our Website offers publicly accessible blogs or community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal information from our blog or community forum, contact us at support@prodly.co. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

Links to Other Sites

The Website may contain links to other sites, or functionality from third parties (e.g., Youtube), that are not owned or controlled by Prodly. Please be aware that Prodly is not responsible for the privacy practices of such other sites or third parties. We encourage you to be aware when you leave our site and to read the privacy statements of each and every web site that collects Personal Information.

Disclosure of Personal Information

Prodly does not share, give away, sell or trade your Personal Information other than as outlined within this Privacy Policy. If you do not want us to share your personal information with these companies, [contact us](#).

Legal Disclaimer

In certain situations, (Participant) may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. We reserve the right to disclose your Personal Information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on our Website.

In the event Prodly goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, Personal Information will likely be among the assets

transferred. Customers will be notified via email and/or prominent notice on our Web site for 30 days of any such change in ownership or control of your Personal Information.

Changes to This Privacy Statement

Please note that this Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent, and we expect most such changes will be minor. Regardless, we will post any Privacy Policy changes on this page and. If the changes are material in nature, we will provide a more prominent notice such as a prominent posting on the front page of the site (including, for certain services, email notification of Privacy Policy changes) prior to the change becoming effective, and you will have 30 days to review the revised Privacy Policy terms. If you do not agree to the new Privacy Policy, your sole and exclusive remedy is to cancel your subscription to the Services and stop using the Website. Each version of this Privacy Policy will be identified at the top of the page by its effective date, and we will also keep prior versions of this Privacy Policy in an archive for your review.

If you have any questions or suggestions regarding our privacy policy, please contact us at support@prodly.co.

Third Party Suppliers

Prodly utilizes a range of third party suppliers to assist them in both providing the services and business operations; including suppliers in the following categories.

The following supplier is utilized for delivering the Prodly service, which includes processing customer data on behalf of the customer.

- Amazon Web Services: The Prodly Service is hosted with Amazon Web Services located in the continental United States, and mirrored across multiple, geographically dispersed data centers for fault tolerance and business continuity purposes.

Note: Customer's data retrieved from salesforce.com are only present in the Prodly service for the time necessary to process the merge operation.

The following suppliers are utilized for marketing, billing, or other business related purposes, and DO NOT utilize any data processed on behalf of the customer.

- HubSpot
- Salesloft