

## **vWork Ltd. Privacy Policy**

Effective date: May 18th, 2020

vWork Ltd ("us", "we", or "our") operates the websites [www.vworkapp.com](http://www.vworkapp.com), [go.vworkapp.com](http://go.vworkapp.com), and [\\*.vwork.io](http://*.vwork.io), as well as the vWork Android and iOS mobile applications (the "Service").

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

### **Definitions**

#### **Personal Data**

Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

#### **Usage Data**

Usage Data is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

#### **Cookies**

Cookies are small pieces of data stored on a User's device.

#### **Data Controller**

Data Controller means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.

For the purpose of this Privacy Policy, vWork acts as Data Controller for data that we collect on our behalf.

#### **Data Processor (or Service Providers)**

Data Processor (or Service Provider) means any person (other than an employee of the Data Controller) who processes the data on behalf of the Data Controller.

For the purpose of this Privacy Policy, vWork acts as Data Processor for Customer Data.

### **Data Subject**

Data Subject is any living individual who is the subject of Personal Data.

### **Client**

A company who elects to use vWork in order to deliver their service to Users.

### **User**

The User is the individual using our Service. This may be a staff member or a customer of the Client. The User corresponds to the Data Subject, who is the subject of Personal Data.

### **Customer Data**

A Client may store or upload personally identifiable information in vWork that is required to perform their duties to a User (either a delivery or a service). vWork has no direct relationship with the individuals whose Personal Data it hosts as part of this Customer Data. Each Client is responsible for providing notice to its customers concerning the purpose for which Client collects their Personal Data and how this Personal Data is processed by the Service as part of Customer Data.

## **Information Collection**

We collect several different types of information for various purposes to provide and improve our Service to you.

### **Personal Data**

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City, Country
- Cookies and Usage Data

We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

### **Non-Personal Data**

We also collect non-personal information – data in a form that does not permit direct association with any specific individual. We may collect, use, transfer, and disclose non-personal information for any purpose. The following are some examples of non-personal information that we collect and how we may use it:

- We may collect information such as occupation, language, zip code, area code, unique device identifier, location, and the time zone where a vWork product is used so that we can better understand customer behavior and improve our products and services.
- We also may collect information regarding customer activities on our website, and from our other products and services. This information is aggregated and used to help us provide more useful information to our customers and to understand which parts of our website, products, and services are of most interest. Aggregated data is considered non-personal information for the purposes of this Privacy Policy.

If we do combine non-personal information with personal information the combined information will be treated as personal information for as long as it remains combined.

### **Usage Data**

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device ("Usage Data").

This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Service by or through a mobile device, this Usage Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

### **Location Data**

We may use and store information about your location if you choose to share this data with us ("Location Data"). We use this data to provide features of our Service, to improve and customize our Service.

You can enable or disable location services when you use our Service at any time, through your device settings.

### **Tracking Cookies Data**

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device.

Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- We use Session Cookies to operate our Service.
- We use Preference Cookies to remember your preferences and various settings.
- We use Security Cookies for security purposes.

## Use of Data

vWork Ltd uses the collected data for various purposes:

- To provide and maintain our Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service if you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our Service
- To monitor the usage of our Service
- To detect, prevent and address technical issues
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information

## Retention of Data

vWork Ltd will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

vWork Ltd will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

## Transfer of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside Australia and choose to provide information to us, please note that we transfer all data, including Personal Data, to AWS Australia and process it there.

In addition, some limited data is shared with other sub-processors and may be transferred to the United States as per the service providers details listed below.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

vWork Ltd will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

### Service Providers

We may employ third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.

These third parties may have limited access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

These service providers include the following:

Entity Name	Subprocessing Activities	Entity Country
Amazon Web Services, Inc.	Cloud-based Infrastructure Provider, vWork is hosted at AWS Sydney.	Australia
Zendesk, Inc.	Cloud-based Customer Support Services, if you email <a href="mailto:support@vworkapp.com">support@vworkapp.com</a> , the content of these emails is processed by Zendesk.	United States
Zopim, Inc.	Cloud-based Customer Support Services, if you chat with our support team, the content of these conversations is processed by Zopim.	United States
Mailgun Technologies, Inc.	Cloud-based email provider, if you send an alert email using vWork, the content of these emails is processed by Mailgun.	United States
Nexmo	Cloud-based SMS notification services, if you send an alert SMS using vWork, the content of these messages is processed by Nexmo.	United States

Status.io	Cloud-based incident notification service, if you if you sign up for alerts at <a href="http://vworkapp.status.io">http://vworkapp.status.io</a> the content of these notifications is processed by Status.io.	United States
Chargify	Cloud-based payment processor, if you choose to pay for your vWork subscription with a credit card, this information is processed by Chargify.	United States
Ask Nicely	Cloud-based NPS Service, if you receive an email asking if you would recommend vWork to a friend, this email (and your response) is processed by Ask Nicely.	United States
Hubspot	Cloud-based inbound marketing provider, vWork uses Hubspot to manage our sales and marketing efforts. If you have been using vWork, reading our blog, signing up for white papers or using our contact forms, this information will be held in Pipedrive.	United States
Google	Google Analytics and Google Retargeting functions provided by Google are used as part of our inbound marketing strategy.	United States
LinkedIn	LinkedIn advertising and remarking functions from LinkedIn are used as part of our inbound marketing strategy.	United States
Concentrate	Concentrate is an agency providing digital marketing support. They have access to information stored in Google Analytics and HubSpot.	New Zealand
Dizian Digital	Dizian is an agency providing digital marketing support. They have access to information stored in Google Analytics and HubSpot.	New Zealand

## Disclosure of Data

### Business Transaction

If vWork Ltd is involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

### Disclosure for Law Enforcement

Under certain circumstances, vWork Ltd may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

### Legal Requirements

vWork Ltd may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of vWork Ltd
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

## Security of Data

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

## Your Rights

vWork Ltd aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.

Whenever made possible, you can update your Personal Data directly within your account settings section. If you are unable to change your Personal Data, please contact us to make the required changes.

If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the right:

- To access and receive a copy of the Personal Data we hold about you
- To rectify any Personal Data held about you that is inaccurate
- To request the deletion of Personal Data held about you

You have the right to data portability for the information you provide to vWork Ltd. You can request to obtain a copy of your Personal Data in a commonly used electronic format so that you can manage and move it.

Please note that we may ask you to verify your identity before responding to such requests.

### **Links to Other Sites**

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

### **Children's Privacy**

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Children has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

### **Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **Contact Us**

If you have any questions about this Privacy Policy, please contact us by email at [privacy@vworkapp.com](mailto:privacy@vworkapp.com) or by post at the address below:

vWork Ltd  
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