

Sales+ Privacy Policy

Introduction

SalesPlus Inc ("we," "us," "our," or "Sales+") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our artificial intelligence lead qualification system and related services (collectively, the "Service"). By accessing or using the Service, you agree to this Privacy Policy and our Terms of Service.

1. Information We Collect

We collect information in various ways, including directly from you, automatically through your use of the Service, and from third parties.

1.1 Information You Provide

- **Account Information:** When you create an account, we collect your name, email address, phone number, billing information, and other contact details.
- **User Content:** We collect the content you submit, post, or transmit through the Service, including call recordings, transcripts, messages, and other communications.

1.2 Information We Collect Automatically

- **Usage Data:** We collect information about how you interact with the Service, including the number of conversations engaged, frequency of interactions, message metadata (such as timestamps and message counts), pages viewed, and the actions you take within the platform. This helps us understand usage patterns, improve the Service, and provide a better user experience.
- **Device Data:** We collect information about the devices you use to access the Service, including IP address, browser type, operating system, device identifiers, and mobile network information.
- **Cookies and Tracking Technologies:** We use cookies, web beacons, and similar technologies to collect information about your use of the Service and to improve your experience.
- **Third-Party Services:** If you connect our Service to third-party services (e.g., social media platforms), we may receive information about you from those services, subject to their privacy policies.
- **Business Partners and Affiliates:** We may receive information about you from our business partners and affiliates.

2. How We Use Your Information

We use the information we collect for various purposes, including:

- **To Provide and Maintain the Service:** To operate, maintain, and improve the Service, including to process transactions, authenticate users, and provide customer support.
- **To Communicate with You:** To send you updates, security alerts, and support and administrative messages.
- **To Personalize Your Experience:** To tailor the content and information that we may send or display to you, and to otherwise personalize your experience while using the Service.
- **For Analytics and Research:** To analyze usage trends and preferences, diagnose technical issues, and improve the overall quality and user experience of the Service.
- **To Enforce Our Terms and Policies:** To monitor compliance with our Terms of Service and this Privacy Policy, and to detect, prevent, and address fraud, security, or technical issues.
- **For Legal Compliance:** To comply with legal obligations, respond to legal process, and protect our rights, privacy, safety, or property, and/or that of our affiliates, you, or other third parties.

3. How We Share Your Information

We may share your information in the following circumstances:

- **With Service Providers:** We may share your information with third-party vendors, service providers, contractors, or agents who perform services on our behalf, such as payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.
- **With Affiliates and Business Partners:** We may share your information with our affiliates and business partners for the purposes described in this Privacy Policy.
- **In Business Transfers:** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **For Legal and Safety Purposes:** We may disclose your information to comply with legal obligations, respond to subpoenas, court orders, or legal process, or to protect the rights, property, or safety of Sales+, our users, or others.
- **With Your Consent:** We may share your information for any other purpose disclosed to you with your consent.

4. Data Security

We implement reasonable administrative, technical, and physical measures to protect your information from unauthorized access, use, alteration, and disclosure. However, no method of transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee the absolute security of your information.

5. Data Retention

We retain your information for as long as necessary to provide you with the Service and fulfill the purposes described in this Privacy Policy. We may also retain and use your information to comply with our legal obligations, resolve disputes, and enforce our agreements.

6. Your Rights and Choices

6.1 Access and Update Your Information

You can access and update your account information by logging into your account settings. You may also contact us to request access to, correction, or deletion of your personal information.

6.2 Opt-Out of Communications

You can opt-out of receiving promotional communications from us by following the unsubscribe instructions included in those communications or by contacting us. Please note that even if you opt-out, we may still send you non-promotional messages related to your account or our ongoing business relations.

When you visit or log in to our website, cookies and similar technologies may be used by our online data partners or vendors to associate these activities with other personal information they or others have about you, including by association with your email or home address. We (or service providers on our behalf) may then send communications and marketing to these email or home addresses. You may opt out of receiving this advertising by visiting <https://app.retention.com/optout>.

6.3 Cookie Preferences

You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of the Service may become inaccessible or not function properly.

7. International Data Transfers

Your information may be transferred to, and processed in, countries other than the country in which you reside. These countries may have data protection laws that are different from those of your country. By using the Service, you consent to the transfer of your information to countries outside of your country of residence, including the United States.

8. Children's Privacy

The Service is not intended for children under 18 years of age. We do not knowingly collect personal information from children under 18. If we become aware that we have collected personal information from a child under 18, we will take steps to delete such information.

9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website and updating the effective date. You are advised to review this Privacy Policy periodically for any changes. Your continued use of the Service after any changes to this Privacy Policy will constitute your acknowledgment of the changes and your consent to abide and be bound by the modified Privacy Policy.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

SalesPlus Inc

hello@salesplus.io