

Déhora Privacy Policy

Issue 1.0EN date: April 20, 2010

About us

Déhora Consultancy Group B.V. ("Déhora", "we", "us") is a company registered in the Netherlands (Company Registration Number). Areas of this website may relate to our Distributors and to the extent that any information is provided on their behalf we are not responsible for its content. Please contact the Distributor directly if you wish to deal with them.

We are committed to protecting the privacy of all customers and website users. This Privacy Policy outlines how your personal information will be treated.

About you; the type of data being collected

In order to provide you with the services you require, we may collect and keep a record of personal information about you from our websites, telephone conversations, emails and written communications. When you use one of our websites, you may be required to provide certain information such as your name, address, email address and telephone number. We may also ask you for additional optional information such as mobile phone number, fax, credit card details, etc.

Please let us know if any of your personal information changes or is inaccurate so that we may keep our records up-to-date.

Why do we collect user information when you use our services?

We may use the information we collect from you in various ways, for the purpose of:

- Managing access to our websites, or restricted areas thereof;
- protecting our websites and systems against unauthorised access;
- processing any orders placed by you;
- communicating with you, for example in relation to urgent product updates;
- maintaining our records;
- performing market research;
- tracking activity on our website;
- improving the quality of our service;
- create an individual profile for you so that we can inform you of particular products, services or events that may be of special interest to you.

The type of communication you may receive

We will never send SPAM. By entering your e-mail address, you agree to receive e-mail from us about product updates and any marketing information.

On product updates:

For the proper operation of the software we may have to alert you to certain matters and ask your action; this type of message will be sent by e-mail and must always be allowed, otherwise the software may cease to operate.

On marketing information

You have the right to prevent marketing information being sent to you. If you prefer not to receive information about new products and services please let us know using the contact details above.

Phishing and other misuse of electronic communication

We will never request that you confirm any personal information in an email and we will never ask for you to confirm any of your personal details such as: Name, Address, Date of Birth etc. Should you receive any such emails we suggest that these are likely to be fraudulent and advise you NOT TO RESPOND.

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We suggest that any emails of this nature that you receive should be flagged and added to your blocked email address lists.

Since there is so much computer jargon around, we feel that phishing is a threat important enough to make sure you do not miss the meaning. Wikipedia, the free encyclopedia, says about this matter:

"In the field of computer security, phishing is the criminally fraudulent process of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication." So please take heed!

Will this personal information ever be used for any other purpose?

We will not disclose this information to anyone outside of Déhora, our affiliated or associated companies, and our dealers, agencies and licensees, and any other companies with which Déhora has established services for your benefit.

In order to provide you with the products and services you require, we may need to transfer your personal information to countries that may not protect privacy rights as extensively as The Netherlands. Déhora will however always take steps to ensure that your personal details are protected as good as possible.

Legal

All information we collect about you will be used and protected by us in accordance with current data protection law and this Privacy Policy.

Cookies

We use standard technology called 'cookies' on this site. Cookies are small pieces of information that are stored on your computer's hard drive. We need this information to identify you and to store information about the products you select between visits. This helps us to improve our service to you. Although most browsers automatically accept cookies you can usually change your browser to prevent cookies being stored. If you do turn cookies off, however, this will limit the service that we are able to provide to you.

Third party links

The Déhora-websites may contain links to other websites or links to download software from other websites. We have no control over these websites and are not responsible for the content, privacy policies or security of such sites. We recommend that you check the privacy and security policies of each website you visit.

Access to personal data

You have the right to receive information about the personal data we hold about you.

How to contact us

If you require further information or have any comments or questions about this website or any aspect of our services please contact us:

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