



## CONCERNING YOUR PRIVACY

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### **You own your data**

**Prologic First India Private Limited**, hereafter referred to as **PF IPL**, is an IT enabled company providing services & solution for the Hospitality & Leisure Industry. mycloudhospitality and **mycloud** is the name of the software platform owned by **PF IPL**.

**mycloud** is a Cloud based platform offering Hotel Management system designed especially for small to mid size resorts/ businesses. mycloud covers all the operational tasks including reservation, front desk, housekeeping transactions, accounts, Guest services, MIS and POS and further integrates all associated functions including marketing, bookings and business critical communication & coordination.

PF IPL will only store information that is entered by the Users of an Organization, or automatically imported at a User's instruction. The data entered, or imported on instruction, by the Users of an Organization remains the property of the Organization and PF IPL will not use nor make available for use any of this information without permission of the Organization.

### **You control who has access to your data**

The data entered, or imported on instruction, by the Users of an Organization is stored securely in a database and is only accessible to the approved Users of the Organization. The Administrator of the Organization (Administrator) will have full control over who is invited to be a User. A user name and password is required in order to access an Organization's information in PF IPL.

It is the User's responsibility to keep their passwords safe. It is the Administrator's responsibility to ensure that any Users that are invited to use the Organization's account have permission to view the Organization's information stored in the PF IPL account.

PF IPL, PF IPL's staff and PF IPL's partners do not have access to the User's passwords and are therefore unable to access the Organization's account or data without receiving an invitation from the Administrator.

### **PF IPL monitors system usage**

PF IPL has access to and may use aggregate information such as number of associated Users, number of transactions and billing information for the purpose of billing and monitoring server and software performance as well as for other internal purposes of PF IPL.

PF IPL will never access the details of any financial transaction entered and stored in the PF IPL system. PF IPL will never access system usage history for a specific identifiable user, except where granted permission by the User to assist with resolution of a system issue or error.

PF IPL staff can access non-identifying and aggregated usage information and transaction volumes in order to better understand how our customers are using MyCloud so we can improve the system design and where appropriate have the system prompt users with suggestions on ways to improve their own

use of the system. All aggregated usage information is stored in a secure PFIPL data warehouse facility.

### **Your data is sent securely across the internet**

PFIPL Servers have Thawte issued security certificates so all data transferred between the Users of an Organization and the PFIPL Servers is encrypted. However, the internet is not in itself a secure environment. Users should only enter, or instruct the importation of, data to the database within a secure environment. This means that the User's browser must support the encryption security used in connection with the PFIPL Servers.

### **PFIPL does not store your credit card details**

If you choose to pay for PFIPL by Credit Card, your credit card details are not stored by PFIPL and cannot be accessed by PFIPL staff.

Your credit card details are encrypted and securely stored by Direct Payment Solutions or payment gateways to enable PFIPL to automatically bill your credit card on a recurring basis.

### **PFIPL will give you access to your data at any time**

On request, PFIPL will provide the Administrator with a full export of the Organization's data in a common file format determined by PFIPL.

The Organization's data may be permanently deleted by PFIPL 90 days after the Organization stops paying to use PFIPL, or at the Administrator's request.

### **Your browser stores only enough information to keep you logged in**

PFIPL uses temporary cookies to keep a session open after a User logs in. These cookies do not contain any information about the User or the Organization and will automatically expire 30 minutes after the session is finished.

### **You can opt-out of any email communications**

PFIPL sends billing information, product information, service updates and regular customer newsletters to registered Users via email.

Where appropriate email communication will contain clear and obvious instructions describing how the User can opt to be removed from the mailing list. PFIPL will immediately remove any User upon request.

### **You are responsible for checking the privacy policy of any third-party websites we link to**

The PFIPL website may contain links to third-party websites. PFIPL takes no responsibility for the privacy practices or content of these websites.

### **This policy may be updated from time to time**

PFIPL reserves the right to change this policy at any time and any amended policy will be posted on this website.

### **Please read our Terms of Use**

All use of software available on this website is subject to PFIPL's terms of use. In the event of a conflict or disagreement between this Privacy Policy and the Terms of Use, the Terms of Use will prevail.