



Website Privacy Policy - 12 June 2018

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are eSyncTraining, a company committed to designing and developing cutting-edge solutions to help users extend the power of Adobe Connect, Zoom, and other platforms for virtual meetings and classrooms. Our address is 92 Corporate Park Suite C Irvine, CA 92606 USA. You can contact us by post at the above address, by email at info@esynctraining.com, or by telephone at 800-348-6110.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details, above.

When you use our website

When you use our website to browse our products and services, and view the information we make available, a number of cookies are used by us to allow the website to function, to collect useful information about visitors, and to help make your user experience better. The cookies we use are strictly necessary for our website to function. These cookies are shown below:

Cookie Name	Purpose
__utma	Google Analytics
__utmb	Google Analytics
__utmc	Google Analytics
__utmt	Google Analytics
__utmz	Google Analytics
Nop.customer	NopCommerce Analytics
NopCommerce.RecentlyViewedProducts	Product Analytics

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, telephone number, and email address. We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered you to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed by a corresponding representative of eSyncTraining for the action which you are enquiring about. For sales-related enquiries, a US-based Sales Representative will be handling the request. For project-related enquiries, a US-based Project Manager will be handling the request. For support-related enquiries, a US-based Support Engineer will be handling the request. For all other enquiries, a variety of US-based employees may handle your request to ensure that you receive an appropriate response to the enquiry.

We do not use the information you provide to make any automated decisions that might affect you. We keep enquiry emails for one (1) year, after which they are archived for one (1) year, when we delete them. Customer Relationship Management (CRM) records are kept for one (1) year after the last contact with you.

When you purchase a product from our website

When you purchase products from us online, we ask for your name, address, telephone number, email address, and credit card information.

We will use your information to verify your credit card details for your purchase, process your order, and to send you your product(s) and/or service(s). We will also send you a receipt via email and we may use your telephone number to contact you regarding your purchase.

We require this information in order to process your payment, deliver your products or services, and fulfill our contract with you.

Your information is stored on our website and on our cloud server, both of which are based within the United States. Your credit card details are passed to a third-party payment processor which is based in the United States and is certified to the EU-US Privacy Shield (which requires effective safeguards for your information). We do not retain your credit card information.

We do not use the information you provide to make any automated decisions that might affect you. We keep your order information for one (1) year after the license expires, at which point the information is archived for one (1) year, when we delete it. For products and/or services which do not have an expiration date, we maintain information indefinitely.

When you provide consent for additional contact

When you provide consent for additional contact regarding details of other products and services we provide, we store your name, telephone number and email address.

We store this information for the sole purpose of contacting you and providing you with information regarding additional products and services which may interest you. Your information is stored on our website and on our cloud server, both of which are based within the United States.

We do not use the information you provide to make any automated decisions that might affect you. We keep your contact information indefinitely, as we are continuously designing and producing products and services which you may hold interest in.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfill a contract, you can ask us to give you a copy of the information in a machine-readable format, so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time, if you believe we are not doing so, lawfully.

To submit a request regarding your personal data by email, post, or telephone, please use the contact information provided above, in the “Who are we?” section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you contact us directly, so that we can address your complaint. If you wish, you can also contact the Information Commissioner’s Office via their website at www.ico.org.uk/concerns.

Updates to this privacy policy

We regularly review and, as appropriate, update this privacy policy as our products and services, and their use of personal data, evolve. If we want to make use of your personal data in a way that we have not previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.