

Introduction

At AGR Software, we take the privacy and security of your information seriously. This privacy policy (“Privacy Policy”) will explain how we collect, use and share your personal information, and how you may exercise your rights. This Privacy Policy applies to the AGR Software website (“Websites”), iQx (“SaaS”), and Self-managed (“Self-managed”) products and services; collectively “Services.”

“Personal information” as used in this Privacy Policy is information that identifies or can reasonably be linked directly or indirectly to an identifiable person

What personal information does AGR Software collect about me?

Information You Provide Directly

We collect the personal information you provide to us, for example:

Account Information: When you register for an account with iqx.no, we collect information that identifies you such as your name, username, email address and password.

Profile Information: We collect information that you voluntarily provide in your user profile; this may include your public avatar (which may be a photo), additional email addresses, company/organization name, job title, country, social media handles, and biography

Payment Information: If you purchase a paid subscription from www.agr-software.com, we will collect payment information from you that may include your name, billing address and credit card or bank information.

Contact Information: If you request AGR Software to contact you, or sign up for marketing materials or events, AGR Software may collect information such as name, address, email address, telephone number, company name, and size of company.

Content you provide through the use of the Services: When you use the SaaS service, we collect and store content that you post, send, receive and share. Examples of content we collect, and store include but are not limited to: the summary and description added to a project or experience, your project contributions and comments. Content also includes any files and data you upload to the SaaS service.

We may also collect other content that you submit to our Services. For example: feedback, comments or when you participate in any interactive features, surveys, contests, promotions, sweepstakes, activities or events.

Customer Support and Professional Services: If you contact AGR Software customer support or receive professional services, we will collect information about you related to your account and to the requests you are making or the services being provided.

How is your personal information used?

AGR Software uses your personal information for the following purposes:

- To create your account, identify and authenticate your access to the Services and provide you with the Services you have requested;
- To process your payment for the Services you have purchased;
- To understand how our Services are used and to improve our Services;
- To provide personalized experiences;
- To conduct user research and development;
- To send you important information about the Services;
- To send you information you have requested;
- To send you advertising, marketing content, offers, promotions, newsletters, surveys or other information;
- To respond to your requests for customer support;
- To improve the security of and troubleshoot our Services, as necessary to perform the contract governing your use of our applications or to communicate with you;
- To detect, prevent, or otherwise address fraud and abuse to protect you, AGR Software, and third parties;
- To enforce the legal terms that govern our Services;
- To comply with our legal obligations;
- To protect the rights, safety and property of AGR Software, you, or any third party; and
- For other purposes, for which we obtain your consent.

Legal Basis for Processing of your information

If you are located in the European Economic Area (EEA), United Kingdom, or Switzerland, we collect and process your personal information on the following legal bases set out by applicable law:

Performance of a contract: We use your personal information to provide the Services you have subscribed to, and to complete and administer the contract you have entered with AGR Software.

Legitimate Interests: We use your personal information for our legitimate interests, such as to provide you with relevant content, improve our products and services, and for administrative, security, fraud prevention and legal purposes. You may object to the processing of your personal information for these purposes at any time.

Consent: We may use your personal information, with your consent, for specific purposes such as marketing, surveys, and research. You may withdraw your consent for the specific purpose or object to the processing of your personal information at any time.

Who is your information shared with?

We may share each of the categories of personal information we collect with the types of third parties described below, for the following business purposes:

Sharing with Managed Accounts and Administrators: If you have created a AGR Software account with your corporate email address, we may share your personal information with your Company if your Company enters into a commercial relationship with AGR Software. If this happens, then your use of the software and your account is subject to the terms and any data protection agreement between your Company and AGR Software.

In addition, if you choose to become a member of a project, your username, email address, IP address, the date access was granted, the date access expires, and your access role will be shared with the group owners of that project.

Sharing with Service Providers: We share your personal information with our service providers. These are companies who provide services on our behalf, such as hosting our Services, marketing, advertising, social, analytics, support ticketing, credit card processing, security and other such similar services. These companies are subject to contractual requirements that govern the security and confidentiality of your information.

For example, we use analytics providers, such as Google Analytics, to help us understand the operation and performance of our Services. To learn about how Google uses and shares data it collects through its services, please visit <https://www.google.com/policies/privacy/partners/>.

Sharing for Fraud and Prevention Abuse: We may share your information when we have a good faith belief that the disclosure is necessary to prevent fraud, abuse of our services, defend against attacks, and to protect the safety of AGR Software and our users.

Law Enforcement: AGR Software may disclose personal information or other information we collect about you to law enforcement if required in response to a valid subpoena, court order, search warrant, a similar government order, or when we believe in good faith that disclosure is necessary to comply with our legal obligations, to protect our property or rights, or those of third parties or the public at large.

Merger or Acquisition: We may share your personal information if we are involved in a merger, sale, or acquisition of corporate entities or business units. If any such change of ownership happens, we will ensure that it is under terms that preserve the confidentiality of your personal information, and we will notify you on our website or by email before any transfer of your personal information.

Is your personal information transferred across national borders?

Our Services are hosted in the European Union and Norway. Information we collect will be stored and processed on servers in the European Union and Norway. Our employees, contractors, affiliated organizations and processors that process personal information may be located in Norway or other countries outside of your home country. If you reside in the European Economic Area, United Kingdom, or Switzerland, and we transfer information about you to a jurisdiction that has not been found by the European Commission to have adequate data protections, we will use available safeguards and legal mechanisms to help ensure your rights and protections, including using Standard Contractual Clauses or obtaining your consent.

Security

We work hard to protect your personal information. We employ administrative, technical, and physical security controls where appropriate, to protect your information.

Data Retention

AGR Software will retain your information for as long as your account is active or as needed to perform our contractual obligations, provide you the Services, comply with legal obligations, resolve disputes, preserve legal rights, or enforce our agreements.

We may delete inactive accounts and associated projects and data after a period of twelve (12) months.

Rights and Choices

You have the right to access, correct, restrict or delete your personal information, and to port your personal information to another company. While these rights may vary by jurisdiction, AGR Software provides you with the same rights and choices, no matter where you live.

You may exercise your choices and rights as follows:

To opt out of email marketing: You may opt-out of email marketing by clicking the “unsubscribe” link located at the bottom of any email you receive or by visiting our [preference center](#) and unsubscribing. You may continue to receive transactional email messages about your account and the Service after you have unsubscribed.

To opt-out of Interest-based advertising: If you wish to opt-out of interest-based advertising, please visit the Cookie Policy to see your options.

Request a copy of your information: You may request a copy of the personal information that AGR Software has about you.

Update your Information: If you already have an account, you may access, update, or alter your user profile information by logging into your account and updating profile settings.

To delete your Account: You may delete your account by emailing support@iqx.no.

Please note that due to the open source nature of our Services, we may retain limited personal information indefinitely in order to provide a transactional history.

Information AGR Software Does Not Collect

AGR Software does not intentionally collect sensitive personal information, such as social security numbers, genetic data, health information, or religious information. Although AGR Software does not request or intentionally collect any sensitive personal information, we realize that users might store this kind of information in an AGR Software application.

Policy Changes

AGR Software may change its Privacy Policy from time to time. When we do, we will update the date at the top of this Policy. If we decide to make a significant change to our Privacy Policy, we will post a notice of the update on the homepage of our Website. We may also provide notification via email of any material changes to our Privacy Policy.

Contact Us

Your information is controlled by AGR Software. If you have questions or concerns about the way we are handling your information, please email us with the subject line "Privacy Concern" at support@iqx.no