EARL SYSTEMS PRIVACY POLICY

Who we are

Our *support website* address is: http://help.earlsystems.com and our *system website* address – where we provide our services – is https://app.earlsystems.com

What personal data we collect and why we collect it

Comments

When visitors leave comments on the support site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

Media

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website.

Contact forms

We use contact forms on our support website to collect feedback from you. Any details you provide here will only be used to contact you in case we require more information or a resolution is required

Cookies

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Analytics

Our support website and our system website use anonymous analytics to track number of visitors

Emails

You will only receive emails from us once you subscribed to our services. Email notifications are organic part of EARL Systems and they help you to stay up to date with your work orders and to promptly manage any item that requires your attention. We will never send you any email that is not related to your subscription.

Who we share your data with

We do not share any of the data we collect with any 3rd party

How long we retain your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.
For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

What rights you have over your data

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Where we send your data

Visitor comments may be checked through an automated spam detection service.

Your contact information

Your contact information is stored temporarily if you request help by using one of our contact forms. If you require assistance we will store your contact details for the lifetime of the request. If you send us feedback, we will remove your contact information within 7 business days.

Additional information

How we protect your data

We use encryption to protect the data you send us and our servers are protected with cutting edge security systems

What third parties we receive data from

We do not receive data from any parties other than registered users