

Privacy Policy

Techframe - Sistemas de Informação, SA

Definition

This Privacy Policy sets out the policies and practices of collection and use of data online or offline that apply to the site Techframe and its family of products or services websites directly managed by Techframe, and online or offline systems that Techframe has available (collectively referred to as "Techframe Sites and Systems"). Techframe Sites and Systems may contain links to other websites over which we have no control. We are not responsible for the privacy policies or practices of other sites that you visit through a link on Techframe Sites and Systems.

This Privacy Policy provides information required by the General Data Protection Regulation (GDPR), including:

- Personal data we collect
- How personal data will be processed and the legal basis for its processing
- With whom personal data will be shared
- Retention of personal data
- What are the safeguards to protect personal data?
- Your rights in relation to your personal data
- Where to resolve your questions or complaints

Policy details

What is personal data?

Personal Data (also referred to in this policy as Personal Information) means any information related to an individual that can be identified by reference to an identifier such as name, identification number, location data, online identifier or one or more specific factors for that person's physical, physiological, genetic, mental, economic, cultural or social identity. With the new GDPR, location data and identifiers are now included in this definition electronically, when associated with a "profile definition".

Personal information we collect

When you visit or use Techframe Sites and Systems, there are four types of information you can provide us: contact information that you consciously decide to disclose; billing information when entering, signing or making a purchase; demographic or other information about you; and technical information collected by us while interacting with our sites or systems.

Contact Information

In some areas of Techframe Sites and Systems, we request or may ask you to provide personal information, including your name, address, email address and telephone number, or less frequently other personal data relevant to the use or optimization of the website or system in question.

Billing Information

In some areas of Techframe Sites and Systems, we request or may ask you to provide your credit card number, or other forms of payment, contact information and billing information.

Demographic Information

In other areas, we collect or may collect demographic information, such as age, professional focus and discipline, preferences, gender, educational degrees, ethnic origin, interests and family income bracket. Sometimes we collect or may collect a combination of types of information. Examples of areas of Techframe Sites and Systems, in which we collect or may collect personal or combined personal and demographic data, are pages on which you can sign up to use a service or purchase a product.

Technical information

We also collect certain information about the use of our Techframe Sites and Systems, such as the areas you visit and the services you access. In addition, there is information about your computer hardware and software that we collect or that we may collect. Such information may include, without limitation, your IP address, browser type, domain names, access times and referring website addresses. Some of this information is collected through the use of cookies (described below).

Use of personal information

The collected information can be used by TECHFRAME to provide you with the requested content, operating and improving Techframe Sites and Systems, promoting a positive user experience and delivering the products and services we offer.

We may also use the information we collect to inform you of other products or services available on Techframe Sites and Systems or to contact you about your opinion on current products and services or possible new products and services that may be offered.

We may use your contact information to send you emails, postal mail or other communications regarding updates to Techframe Sites and Systems, such as newsletters, new opportunities and additional listings, new products and services that may be of interest to you. We may also use it to send information about third party products and services that match your interests and preferences, if you choose to do so. The nature and frequency of these messages vary depending on the information we have about you.

If, in the future, we intend to process your Personal Data for a purpose other than that for which it was collected, we will provide information about that purpose and any other relevant information.

For EU-based visitors and subscribers, the following table provides the information required by the GDPR related to the use of your personal information.

Personal information	Legal base for processing
Personal Contact Information, including name, address, email address and telephone number.	Consent to provide the requested content as necessary for the performance of a contract.
Buyer's Personal Information, including credit card number, or other forms of payment, contact information and billing information.	It is necessary to provide the content you request.

Personal Demographic Information, including age, career focus, preferences, gender, education levels, ethnic origin, interests and family income range. The legitimate purpose of providing personalized content for you.

Technical Personal Information, including your IP address, browser type, domain names, access times and referring website addresses. Legitimate purpose to authenticate subscribers and optimize website performance.

Retention of personal information

We maintain indefinitely all personal information we collect about visitors or subscribers, as needed, to fulfill our contract with you. We indefinitely maintain certain anonymous information that we collect about visitors or subscribers for the legitimate purpose of carrying out analyzes of Techframe Sites and Systems and providing the use of our sites and systems to all visitors in an efficient, practical and relevant manner.

Your personal data will be removed if there is a legal basis or if you are asked to do so. Exceptions to this removal are the personal data necessary for legal purposes during the periods legally defined for its persistence, such as billing data.

Sharing of personal information

We do not share or disclose your personal information to third parties, except as set out below:

Personal information	Purpose of sharing
Technical Personal Information	With trading partners and to TECHFRAME for the legitimate purpose of understanding the usage patterns of the Sites and Systems Techframe and those of our partners.
Technical Personal Information	With web hosting and other technical service providers for the legitimate purpose of hosting our web servers and ensuring the security of information for our networks.
Contact Personal Information	With consultants and suppliers for the legitimate purpose of providing customer support and marketing assistance.
Personal Contact Information	With our business partners, with your consent, to provide products or services tailored to your interests and preferences.
Credit Card, or other form of payment, personal Information	Credit card processors, or other forms of payment for transaction processing purposes by credit card, or other forms of payment in connection with the user contract may be used on Techframe Sites and Systems.

In addition, we will disclose personal information if legally required to do so, if requested by a government entity, or if we have a good faith belief that such action is necessary to: (a) meet legal requirements or comply with the legal process; (b) protecting property rights or d to TECHFRAME ; (c) preventing a crime or protecting national security; or (d) protect the personal safety of users or the public.

In the case of any of the Sites or systems Techframe become subject to a bankruptcy, whether voluntary or involuntary, the TECHFRAME or its trustee in bankruptcy may sell, license or otherwise provide such information in a transaction approved by the court bankruptcy as required by law.

In the event that one of the Techframe Sites or Systems is acquired, in whole or in part, by a third party, through merger, consolidation or purchase, we will disclose and transfer this information to the third party.

Techframe may also share anonymous aggregated information about visitors to Techframe Sites and Systems with its customers, partners and other third parties so that they can understand the type of visitors to Techframe Sites and Systems and how those visitors use the sites or systems.

Your rights under the GDPR in relation to your personal data

According to the GDPR, visitors and subscribers based in the EU have the right to request access to the Personal Data we store, to change (or rectify) that data, restrict our processing of Personal Data, delete the data and receive a copy of the data in a structured format, commonly used and machine readable (data portability). If you wish to claim a right under the GDPR, you can contact us via email dataprotectionoffice@techframe.pt. Please use the subject "GDPR consultation" in the subject field. Your email must include a sufficiently detailed description of the GDPR law with which you are seeking help. You may need to contact us for more information and reserve the right to charge a fee for certain requests. Techframe will notify you if your order has been granted or refused, or if certain costs apply.

If you have given consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time, which will not affect the legality of the processing before your consent is withdrawn.

Information that you publish

If you post any personal information in areas of public and / or social networks of Techframe Sites and Systems, for example, in online forums or in areas offering products or services, the information disclosed may be displayed to other users of those services and can be collected and used by others over whom we have no control. Techframe is not responsible for the use made by third parties of information that it publishes or makes available in public and / or social areas of Techframe Sites and Systems. We note that if you remove information made public on Techframe Sites and Systems, copies may remain visible on the cached and archived pages of Techframe Sites and Systems or if other people have copied or saved that information.

Opt-in and opt-out options

The registration forms and other sections of Techframe Sites and Systems where we collect your information provide relevant options for activation and deactivation related to promotional activities and other communications.

Where permitted by law, the Site users and systems Techframe free, or seeking other free services provided by TECHFRAME are to agree that the TECHFRAME can contact them by email in exchange for these free services. Users who fall under the regulation RGPD using free services can choose to receive emails from TECHFRAME. Users can also opt for third-party informational emails.

When permitted by law, users who do not wish to receive emails d to TECHFRAME with marketing information, alert services, newsletters, or other information may cancel these shipments following the unsubscribe instructions at the bottom of any email message from TECHFRAME.

The examples above are examples of opt-in / opt-out options and are not intended to describe all the options provided for in Techframe Sites and Systems.

Cookies

A cookie is a text file that is placed on your hard drive by a web page server. We use cookies to provide faster and more accurate results and a more personalized website experience. We also use cookies to track clickstreams, load balancing and for analytical purposes.

We use Google AdWords remarketing, a remarketing and behavioral targeting service provided by Google. We also use Google Analytics data and the Technical Personal Information collected, and described above, to serve ads based on a user's previous visits to our site.

We also use a tool provided by Google called reCAPTCHA, which, in some form submissions, is intended to distinguish human beings from robots in order to prevent spam and abuse of those forms.

Web Beacons

Our web pages may contain electronic images known as web beacons (sometimes called single pixel GIFs) that allow us to count users who have visited those pages and provide co-branded services. Web beacons are not used to access your personally identifiable information on Techframe Sites and Systems, they are a tool that we use to compile aggregate statistics on the use of our site. Web beacons collect only a limited set of information, including a cookie number, time and date for a page view and a description of the page on which the web beacon resides.

Comments

We have or can have an area, on our Techframe Sites and Systems, where you can send comments. Any comments you submit in this area will become our property and we will have a legitimate interest in contacting you for more information.

How we protect your information

We are concerned with protecting your privacy and data, but we cannot guarantee or guarantee the security of any information you transmit to us and we cannot guarantee that your information on Techframe Sites and Systems cannot be accessed, disclosed, altered or destroyed for violation of any of our physical, technical or administrative protections. We provide reasonable technical, administrative and physical controls to ensure the confidentiality, integrity and availability of personal information. These technical controls and protections include (but are not limited to) , secure communication protocols, encryption of data residing in databases, strong password management rules, internal functional procedures and confidentiality clauses in contracts with our employees and partners.

If you have any questions about security on Techframe Sites and Systems, you can contact us at dataprotectionoffice@techframe.pt.

Method of Payment

We use third-party payment services to allow you to purchase certain products or services on Techframe Sites and Systems. In such cases, you will be directed to the website of a third-party service provider operated by that provider to make the purchase. Any information you provide to that provider may be subject to the applicable service provider's privacy policy and not this Privacy Policy. We are not responsible for and have no control over the privacy policies or practices of third-party service providers. The use of third-party service providers to purchase products or services offered on Techframe Sites and Systems is solely at your own risk.

All credit transactions take place in a secure area of our website to protect you from any loss, misuse or alteration of the information collected. However, we cannot guarantee that unauthorized third parties will never be able to invalidate these measures or use your personal information for improper purposes. When you place an order online on any of Techframe Sites and Systems, your credit card information is protected through the use of content encryption using Transport Layer Securities.

Additional social terms and rules

Social networking services provided on Techframe Sites and Systems may have additional terms of conduct, privacy policies and privacy settings with which you must agree and define when you register for such services.

Update of your information

It is important for us that we have your contact information correct so that you do not miss correspondence or have problems with the delivery of services and products.

Techframe uses on its Sites and Systems a unique Techframe ID for all Techframe Sites and Systems. There are currently two separate Techframe IDs, one for online services and one for offline services, but they will soon be merged into one.

Members and customers with a Techframe ID can change their personal information or update their account information at any time by visiting the registration page of any of Techframe Sites and Systems they use. Other users can update their personal information at any time by sending an email to dataprotectionoffice@techframe.pt.

Where to resolve your questions or complaints

If you have any questions about how your data is processed, please contact:

Techframe - Sistemas de Informação, SA
Data Protection Office
Almeida Garrett Street, 83 A - Buzano
2785-338 São Domingos de Rana
Portugal
Tel: +351 214 584 160
Email: dataprotectionoffice@techframe.pt

Changes to the privacy policy

If we change our Privacy Policy for Techframe Sites and Systems, we will post those changes so that you always know what information we collect, how we can use that information and to whom we will disclose it.

We welcome your comments on this Privacy Policy. Members and customers who believe that we are not following this statement can contact us by sending an email to dataprotectionoffice@techframe.pt. We will use commercially reasonable efforts to promptly determine and correct the problem. Thank you for using Techframe Sites and Systems.

Legal Requests

Techframe reserves the right to share your information to respond to duly authorized requests for information from government authorities or when required by law.

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