DDM Privacy Policy
(2023 v1)

Software Response
www.softwareresponse.com

Effective Date: 01/01/2023

Introduction

Thank you for using the Digital Data Manager (DDM) by Software Response (SR). We respect your privacy. This Privacy Policy explains how SR uses the online DDM System and DDM Mobile Apps to collect and process information, as well as how you can control what information SR collects.
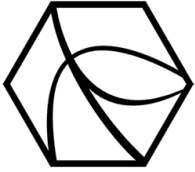
Collection of Information

Certain information you and your account administrator provide to SR is used to create an account and profile for access and use of the DDM system. You may also choose to enhance your profile by adding additional information.

Automatically-Collected Technical Information

A. We collect information about your interactions with the DDM to provide you with a better user experience as further described below.
B. Like many online services, we may collect information about the devices used to access our services, such as the device's IP address, platform information, and browser information.
C. Cookies: A cookie is a small piece of data that the DDM transfers to your device for storage. SR may create and store authentication cookies on your device, but SR does not create tracking cookies.
D. We may collect location information of devices that access our Services. This depends on the services and requirements of those services.

Use of Information

A. We use the collected information to provide services, improve services, enhance user experience, and communicate with you.
B. We use cookies to provide you with quick access, and customization control to improve your user experience. We do not use cookies to track your activities outside of SR services. You may choose to stop accepting cookies by adjusting the settings of your web browser. However, some SR DDM features will only function properly with cookies enabled.
C. We will not share your information with any third parties, except that we may do so in the following limited situations:
  I. If we believe that the disclosure is reasonably necessary to (a) satisfy an applicable law, regulation, legal process, or enforceable governmental request; (b) detect, prevent, or otherwise address illegal or suspected illegal activities; or (c) protect the safety, rights, or property of SA, the public, or any person.
  II. In accordance with a merger, acquisition, bankruptcy, dissolution, reorganization, or similar transaction or other proceeding involving SR that involves or requires the transfer of the information.
  III. If your information is a part of a set of non-private, aggregated, or otherwise non-personal information, such as aggregated usage statistics.

Protection of Your Information

All information stored on our servers is protected by the use of encryption technologies and is controlled by access restriction algorithms.

Third-Party Products and Services

SR services may offer products or services from third parties or may contain links to third-party websites, products, or services. Any such third parties may collect information from you and any information collected by third parties is governed by the privacy practices of those third parties. SR does not control and is not responsible for the collection of information by such third parties.

Privacy Policy Changes

This Privacy Policy may be updated from time to time. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy on the DDM login page. You are advised to consult this Privacy Policy regularly for any changes.

Controlling Your Personal Information

You may control your personal information by accessing the "Profile" page of your DDM account.

Questions

You may send questions and comments regarding this policy by email to us at ddm@softwareresponse.com.