

Web Application Privacy Policy

At RMB Solutions, we are committed to protecting your privacy and ensuring the security of your personal information. This privacy policy explains how we use, store, and share your Google Gmail data within our Service Management application. By using our application, you consent to the practices described in this policy.

1. Introduction

1.1. This Web Application Privacy Policy outlines how we collect, use, disclose, and protect the personal information of users who interact with our web application. We are committed to safeguarding the privacy and security of user information and comply with applicable privacy laws and regulations.

2. Information Collection

2.1. Personal Information

We may collect personal information from users, such as name, email address, contact details, or any other information voluntarily provided by users through the web application.

2.2. Non-Personal Information

We may also collect non-personal information, such as IP addresses, browser type, operating system, referring URLs, and other technical information, to enhance the functionality and security of our web application.

2.3. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to improve user experience, analyze usage patterns, and personalize content. Users have the option to disable cookies in their browser settings, although this may affect certain features of the web application.

3. Use of Information

3.1. Personal Information

We may use personal information provided by users for the following purposes:

- To provide and improve our web application services.
- To respond to user inquiries and provide customer support.
- To personalize user experience and deliver targeted content.
- To send periodic emails or notifications regarding updates, news, or promotional offers related to our web application. Users may opt out of receiving such communications.

3.2. Non-Personal Information

Non-personal information may be used for statistical analysis, troubleshooting, and improving the performance and security of the web application.

4. Information Sharing and Disclosure

4.1. Third-Party Service Providers

We may engage third-party service providers to assist in operating and maintaining the web application or to perform services on our behalf. These service providers will have access to personal information only to the extent necessary to fulfill their contractual obligations.

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4.2. Legal Compliance and Protection

We may disclose personal information if required by law or in good faith belief that such disclosure is necessary to comply with legal obligations, protect our rights, investigate fraud, or respond to a government request.

4.3. Business Transfers

In the event of a merger, acquisition, or sale of all or a portion of our assets, personal information may be transferred as part of the transaction. Users will be notified via prominent notice on our website and given the opportunity to opt out if their personal information is subject to a different privacy policy.

5. Data Security

5.1. We implement reasonable security measures to protect personal information against unauthorized access, alteration, disclosure, or destruction. However, no data transmission over the internet or electronic storage method is 100% secure, and we cannot guarantee absolute security.

6. User Rights and Choices

6.1. Access, Update, and Correction

Users have the right to access, update, and correct their personal information stored by us. Users can review and edit their account information by logging into the web application or by contacting us directly.

6.2. Data Retention

We retain personal information for as long as necessary to fulfill the purposes outlined in this privacy policy unless a longer retention period is required or permitted by law.

6.3. Opt-Out

Users may choose to opt out of receiving promotional communications from us by following the instructions provided in the specific communication or by contacting us directly.

7. Children's Privacy

7.1. Our web application is intended for general audiences – we do not seek through our sites to gather personal data from or about persons that are eighteen (18) years of age or younger. If you inform us or we otherwise become aware that we have unintentionally received personal data from an individual under the age of eighteen (18), we will delete this information from our records.

8. Google Data

8.1. Google API Services User Data Policy:

Service Management's use and transfer of information received from Google APIs to any other app will adhere to [Google API Services User Data Policy](#), including the Limited Use

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requirements.

8.2. Collection of Gmail Data:

When you use our Service Management application, you may grant us access to your Google Gmail account. We collect and process the following Gmail data for the purpose of providing our services:

- Email metadata (sender, recipient, timestamp, subject)
- Email content (body text and attachments)
- Labels and folders associated with emails
- Thread and message IDs

8.3. Use of Gmail Data:

We use the Gmail data collected solely to provide you with the functionalities and features of our Service Management application. This includes:

- Organizing and managing your emails within our application
- Generating reports and analytics related to email activity
- Enabling search and filtering capabilities within the application
- Facilitating communication and collaboration with team members

8.4. Storage and Security:

We take appropriate measures to ensure the security and integrity of your Gmail data. All the data collected from your Google Gmail account is securely stored within our application's infrastructure. We implement industry-standard security protocols to protect against unauthorized access, disclosure, alteration, or destruction of your personal information.

8.5. Third-Party Access and Sharing:

RMB Solutions does not share, sell, or disclose your Gmail data to any third parties, except as outlined in this privacy policy. We may, however, share your data in the following circumstances:

- With your explicit consent or authorization
- If required by law or to comply with legal processes
- To protect the rights, property, or safety of RMB Solutions, its users, or the public
- In the event of a merger, acquisition, or sale of assets, where your data may be transferred to the new entity

8.6. Data Retention:

We retain your Gmail data within our application for as long as necessary to fulfill the purposes outlined in this privacy policy. If you choose to delete your account or revoke access to your Gmail account, we will promptly remove your data from our systems, except where retention is required by law or legitimate business purposes.

8.7. User Control and Rights:

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You have the right to access, modify, and delete your Gmail data collected and stored within our Service Management application. If you wish to exercise any of these rights or have any concerns about the handling of your data, please contact us.

8.8. Changes to this Privacy Policy:

We reserve the right to update or modify this privacy policy from time to time. Any changes will be effective immediately upon posting the revised policy on our website. We encourage you to review this policy periodically to stay informed about how we handle your Gmail data.

8.9. Contact Us:

If you have any questions, concerns, or requests regarding this privacy policy or our data practices, please contact us by using the contact us section of our website.