

## FlowQC Privacy Policy

Effective Date: August 10, 2023

### 1. Introduction

Thank you for choosing FlowQC. We understand that your privacy is essential, and we are committed to protecting your personal information. This Privacy Policy outlines the type of information we collect, how we use it, and the measures we take to safeguard your data.

### 2. Information We Collect

a. **Location Information:** FlowQC collects location data to enhance user experience and deliver tailored services. The precise location can be derived from various sources, including GPS, Wi-Fi, and mobile network data.

b. **Login and Authentication Data:** To access the features of FlowQC, users are required to create an account and authenticate with a password.

### 3. How We Use Your Information

a. **To Provide Services:** We use your location data to deliver personalized experiences and specific features that are relevant to your current location.

b. **Security:** We use your login credentials to protect the security and confidentiality of your account. Passwords are encrypted and are not visible to any FlowQC staff.

c. **Research & Improvement:** We may use aggregate data (not linked to individual users) to analyse trends, improve our services, and offer a better experience for all users.

### 4. Protection of Your Information

a. **Encryption:** All data, including your location and login credentials, are encrypted using industry-standard techniques.

b. **Access Control:** Only authorized FlowQC personnel have access to the servers and databases storing user information.

c. **Regular Audits:** We conduct periodic security audits to ensure that our systems are free from vulnerabilities.

### 5. Sharing Your Information

We do not sell, rent, or share your personal information with third-party organizations or non-affiliated companies for their marketing purposes without your explicit consent. However, there might be specific situations where we might share data:

a. Legal Compliance: If required by law, subpoena, or court order, or if we believe it's necessary to prevent harm or illegal activities.

b. Business Transfers: In any merger, acquisition, or asset sale, user information might be among the transferred assets. However, it will remain protected as per this Privacy Policy.

## 6. User Rights

a. Access: Users have the right to access their personal data stored in our system.

b. Correction: If any of your information is incorrect or incomplete, you have the right to request a correction.

c. Deletion: Users can request the deletion of their personal data from our system, subject to certain conditions.

## 7. Changes to this Privacy Policy

We may update our Privacy Policy periodically. If there are any significant changes, we will notify our users through email or via a notification on our platform.

## 8. Contact Us

If you have any concerns or questions regarding this Privacy Policy or the practices described herein, please contact us at:

Email: [info@customappssa.co.za](mailto:info@customappssa.co.za)

Thank you for trusting FlowQC with your information. We're committed to safeguarding it and using it to provide you with the best experience possible.