Privacy Policy Hey It’s Ready Customer App

Last update: 9/10/2020

Quick Report Systems Inc. (QRSI) collects information in order to perform the services they offer. Below you will find what information we collect, how we store it, what we use it for and, in the case of some services, who else has access. This includes a link to their respective privacy policies.

We reserve the right to change this policy at any given time, of which you will be promptly updated. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page.

This privacy statement applies to users of the Hey It’s Ready services anywhere in the world, including users of the Hey It’s Ready Apps, websites, features or other services. Hey It’s Ready is responsible for processing of this personal data and considers your privacy important, Hey It’s Ready therefore adheres to the General Data Protection Regulation (GPPR) with regard to processing of personal data.

Sign Up Information

1. Contact Details
    - We collect this information in order to identify your company and contact person
    - We will send newsletters to the Admin email. You may choose, however, unsubscribe from the emails by clicking the link at the bottom of the newsletters
2. Payment Details
    - We collect this information in order to facilitate your payment for the software.
    - This information is never seen or accessible to our staff and is transmitted securely directly from your device to Stripe.
    - Stripe is a PCI DSS Level 1 compliant service provider. This means they have the highest levels of security to store credit card information.
    - For information on Stripe's Privacy policy, please go here: https://stripe.com/us/privacy.

User Information

In order to access our systems, a user account will be created for you. This account will contain, at minimum, your name and email address. Depending on your role, Business owner or Staff, and the information your Company collects, additional information may be stored. This

information is only to facilitate use of the system by both service provider and customers. Such information may contain but is not limited to:

- Name
- Address
- Contact details
- Phone numbers
- Address
- email

Safeguarding and Securing the Data
QRSI is committed to securing your data and keeping it confidential. QRSI has done all in its power to prevent data theft, unauthorized access, and disclosure by implementing the latest technologies and software, which help us safeguard all the information we collect online.

Location Information
In order to provide effective proof that customers actually attended your site we need the address and location of your site. To get your GPS co-ordinance we provide the entered information to Google Maps. This information may also be used to provide directions to your site location through Google Maps. (Policy here: https://www.google.com/policies/privacy).

Business information
Each site will have a business site address, phone number(s), email and other contact information.

Invoicing
In order to properly invoice you, the service provider may enter personal information.

Payment System
In order to process credit card payments, service providers may sign up for our Stripe Connect Payment Portal. This allows invoices to be paid directly though our system. All personal information collected and used by this service is transmitted directly to Stripe. For information on Stripe's privacy policy please go here: https://stripe.com/us/privacy.

Help System
In order to provide an effective in-software help system, we provide limited information to the System. This information currently includes:

- User Name
- Email
- Date of User Creation
- User ID
- Company ID

- Company's Country
- Role of User

Support System
In order to provide you with an effective support experience, we use the Freshdesk service. All information entered into the support system is transmitted to their service. For more information on their privacy policy please go here https://www.freshworks.com/privacy.

Analytics information
In order to improve our Service to you, we collect anonymized information about the usage of the system. This information does not contain any personally identifiable data.

Hosting Providers
In order to provide our system, we use a trusted third party host company to provide our infrastructure. As such, they have access to information stored on their infrastructure. At the current time these are:

- Firebase: https://firebase.google.com/support/privacy
- Sendgrid: https://sendgrid.com/policies/privacy

Cookies
In order to provide an effective service our system makes use of cookies, small files created for us by your web browser. Additional functionalities may increase cookie use. These cookies allow us to:

- Keep you logged in.
- Provide increased security by identifying who is making requests to our service

Marketing
We process data to send to you (personalized) marketing messages. We will send from time to time news, discounts and updates by e-mail and mail, regardless of the form in which we share them (for example e-mail or as a push message). You have given permission for this when you placed your order with QRSI. If you wish to change the preferences regarding these messages, you can unsubscribe via the link in the relevant message.

Access, correction and deletion of your personal data

You have the right to view, remove or, if necessary, correct all information that we collect about you. If you are convinced that we are processing your personal data for no reason or that we are processing personal data that you believe are not relevant to our selection process, you are able to contact us at Our Contact Form. QRSI will respond to your request as soon as possible, but no later than within four weeks.

Share with Businesses
QRSI provides your details (name, email, phone number and order number) to the business you selected so that the business is able to complete and/or deliver your order. You are a direct customer of the business and the business therefore bears its own responsibility and obligations

for the processing of your personal data. For questions about how the business handles your data, it is best to contact the business directly.

Security

QRSI takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, unwanted disclosure and unauthorized changes. If you feel that your information is not properly protected or there are indications of abuse, please contact us at: Our Contact Form.

Questions

Any inquiries, comments or suggestions can be directed to Our Contact Form

Contact Details:

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