

Privacy Policy for Innowave Tech Pte Ltd Plugins on Microsoft AppSource Marketplace

Effective Date: December 2024

At Innowave Tech Pte Ltd, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and protect your data when you use our plugins on the Microsoft AppSource Marketplace.

1. Information We Collect

We collect and process the following types of information when you use our plugins:

1. Account Information:

- Name
- Email address
- Microsoft user ID

2. Usage Data:

- Plugin interaction details (e.g., features used, time spent)
- Log data, including IP address, device type, and browser type

3. Support Requests:

- Information you provide when contacting our support team (e.g., issues reported, screenshots)

4. Other Data:

- Any additional information explicitly provided by you (e.g., feedback, survey responses).
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2. How We Use Your Information

We use your information to:

1. Provide, maintain, and improve the functionality of our plugins.
2. Respond to support requests and troubleshoot technical issues.
3. Monitor usage trends and optimize user experience.
4. Communicate updates, announcements, or new features (with your consent).

5. Ensure compliance with legal obligations and security protocols.
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3. Data Sharing and Disclosure

We do not sell, rent, or trade your personal information to third parties. However, we may share your data in the following circumstances:

1. **With Microsoft:**

- To integrate our plugins with the Microsoft AppSource and Teams platform as per their policies.

2. **Service Providers:**

- With trusted third-party vendors for analytics, hosting, or support services.

3. **Legal Requirements:**

- To comply with applicable laws, regulations, or legal processes.

4. **Business Transfers:**

- In the event of a merger, acquisition, or sale of our assets.
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4. Data Security

We implement appropriate technical and organizational measures to safeguard your personal information. However, no method of transmission or storage is 100% secure. While we strive to protect your data, we cannot guarantee absolute security.

5. Your Rights

You have the right to:

1. **Access Your Data:** Request access to your personal information.
2. **Correct Your Data:** Update or correct inaccurate information.
3. **Delete Your Data:** Request deletion of your personal data, subject to legal and contractual obligations.
4. **Restrict Processing:** Limit the processing of your data under certain conditions.

To exercise these rights, please contact us at hello@innowave.com.sg.

6. Data Retention

We retain your data for as long as necessary to fulfil the purposes outlined in this Privacy Policy or comply with legal requirements.

7. Third-Party Links

Our plugins may contain links to third-party websites or services. We are not responsible for the privacy practices of these entities and encourage you to review their policies.

8. International Data Transfers

If you access our plugins from outside Singapore, your data may be transferred and processed in Singapore or other locations where we operate. We ensure such transfers comply with applicable data protection laws.

9. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices or legal requirements. Any updates will be posted with a revised effective date. We encourage you to review this policy periodically.

10. Contact Us

For questions or concerns regarding this Privacy Policy or your personal data, please contact us at:

Innowave Tech Pte Ltd

Email: hello@innowave.com.sg

Address: 80 Marine Parade Road, #10-05, Singapore 449269

This Privacy Policy is compliant with applicable data protection regulations, including the General Data Protection Regulation (GDPR), Personal Data Protection Act (PDPA) of Singapore, and the California Consumer Privacy Act (CCPA), where applicable.