

Terms and conditions

Privacy notice

1. The protection of its data is important for AssistIT Global. Our privacy notice describes how your data is collected, used, published and stored.

1. When using the system, AssistIT Global manages and protects personal data according to the relevant data protection laws.

1. AssistIT Global uses the information connected to the users for the following purposes:

- for registration and for the usage of the AssistIT Global system;
- for providing, checking, modification and development of the services related to the system;
- for the fulfilment of the contractual obligations of AssistIT Global for the user, for exercising its rights and as part of the consumer protection procedure, furthermore, for the fulfilment of any similar contractual obligations; and for the communication with the user in connection with the above mentioned points.

1. The information connected to the user is kept by AssistIT Global only as long as it is absolutely necessary for the accomplishment of the purpose, for the fulfilment of which the information was collected, as long as it can be used for the accomplishment of the purpose and as long as it is allowed by any contract or law. AssistIT Global does not collect information in unnecessary quantity nor does it collect information, which is unnecessary or unsuitable for the realisation of the purpose to be reached.

1. On the user's demand, AssistIT Global provides information about the data managed by AssistIT Global or about the data processed by AssistIT Global or by a data processor that was commissioned by AssistIT Global, about the source, the purpose of the data management, its legal ground, its duration, the name, address of the data processor and about the work connected to the data management, furthermore – in case of the user's data transmission – about the legal ground and the addressee of the data transmission.

1. AssistIT Global will not make the data connected to the user available for third parties without the permission of the user, except for the case, if that piece of information must be given to other companies, financial institutes or state organisations (in accordance with the law) for crime prevention or consumer protection; if any law ordains or allows it, and if any authority obligates AssistIT Global Kft to do so.

1. In case AssistIT Global shares the personal data of the user with a third party, AssistIT Global will follow the regulations of the data protection laws in every case.

1. According to the data protection laws, the user has the right to ask for information about the management of his/her personal data. Providing information is free. If a user asks for it, AssistIT Global provides the necessary information in 30 (thirty) days from the income of the question. If you have any questions in connection with the data management of the user, please get in touch with AssistIT Global with the available contacts on the www.assistIT Global.hu website or through the admin interface.

1. Through the above contact, the user has the right to do the following:

- ask for information about the management of his/her personal data;
- ask for the correction of his/her data and – except for the next data management – for its deletion or blocking;
- object against the management of his/her personal data in the cases determined in the data protection laws;
- go to the relevant authority or law in cases determined in the data protection law and if his/her rights were violated; and
- demand compensation for managing his/her data in an unlawful way or for damages stemming from violating the requirements of data security.

1. AssistIT Global wishes to inform the user about the fact that the national laws of certain countries may determine the data protection laws in a more detailed way compared to this privacy notice.

1. AssistIT Global is obligated to provide the protection of the information connected to the user. In order to protect the user's data especially from unauthorized access, modification, transmission, publication, deletion or elimination, accidental elimination and damage, furthermore, becoming not accessible through the change of the applied technique, AssistIT Global has implemented reasonable physical, electronic and management procedures. During this activity, AssistIT Global focuses on the fact that during the management of the user's data AssistIT Global stops every unlawful and unauthorized procedure by all means. Despite of all these measures, AssistIT Global cannot guarantee the complete security of the user's data.

1. AssistIT Global protects the security of its users' data with the following devices: by using coding, where it is possible; by using password protection, where it can be applied; and with the limitation of the access to information (e.g.: only those employees have access to them, who need them for the accomplishment of the above mentioned purposes). AssistIT Global asks the users to help protect the information through not using obvious usernames, passwords and changing the password regularly. Furthermore, AssistIT Global asks the users not to tell any third parties the password and the pin code.

1. What personal and other information we collect and some example for its reason

During the contact, but first of all, during registration, AssistIT Global Kft. may ask the users to enter personal data.

You are not obliged to enter the required data, but in case you decide not to enter them, AssistIT Global can provide its services only partly or, if some given data are missing, not at all in many cases.

1. Surname, first name – mandatory data for registration

We ask for them during registration, we use them for addressing and when we notify the persons determined by you, we give them your name.

For example: if you give an SOS signal and you set your spouse as a person to notify, we will inform him/her about the notification and we can give him/her your name.

1. E-mail address – mandatory data for registration

We can send you information to the entered e-mail address about your reports and we can give information to the authorised persons.

For example: if you give an SOS signal and you set your spouse as a person to notify, we will inform him/her about the notification and we can give him/her your e-mail address.

1. Password – mandatory data for registration

You can choose your password as you wish, but we recommend you involve capital letters, small letters and numbers as well. Do not tell your password to anybody.

You can modify certain data in the AssistIT Global application only by entering your password.

1. Phone number – mandatory data for registration

During the registration, we send you a text message to the entered phone number. This text message can be automatically checked by AssistIT Global depending on the operational system of your phone, otherwise you must enter it. Through this, we protect you from the peril that other person can register by using your phone number.

We can send your phone number to the persons to notify provided by you and if s/he can be an official AssistIT Global intervener, who can provide help (for example the organisation of the local municipality), s/he may get your data and can get in touch with you.

IMPORTANT! in case of emergency, call the following emergency numbers (USA 911; EU 112)

1. Postal code – mandatory data for registration

The postal code of your permanent residence is mandatory data. (You must enter the full address).

If there is an emergency at the given postal code, we can send you a notification.

1. AssistIT Global PIN code (PIN) – optional data

If you send a signal, you can withdraw it only by entering your PIN code in some cases.

In case you have no PIN code, your signal remains active for 1 hour, then it closes automatically.

1. Persons to notify – optional data

You can enter persons to notify and you can set, what signals you would like to inform them about and how (e-mail and/or text message).

The e-mails and text messages will be sent through your service provider, so it may charge you the standard text message and internet fees. In case of usage abroad, the fee may be higher depending on the service provider.

AssistIT Global does NOT charge any fee for the notifications.

Depending on the technical circumstances and on the service provider, not every report will be sent. AssistIT Global is not liable for that.

1. My locations, addresses – optional data

If you wish, you can make the location of your signal more accurate.

For example if you send an SOS signal from home, it is useful to enter the exact address, e.g. floor, door, this can help those who you set as persons to notify.

1. Location-based services

You can turn off the access of AssistIT Global to the location-based services on your device in the Settings menu, but in this case the AssistIT Global services are not or just in a limited way provided for you.

The location-based services function during registration once and in case of signals started by you, they function for a given time.

If you do not send any signals and are not registering, AssistIT Global does NOT have access to your location-based information.

If you start a signal, AssistIT Global has access to your location-based information,

In order to improve the accuracy of the location-based services, AssistIT Global may check the WIFI and GPS positions in such cases.

If you do not send any signals and are not registering, AssistIT Global does NOT have access to the WIFIs and GPS positions used by your device.

For example:

You send an SOS signal about which we can notice the persons specified by you. In the notification we give your name, phone number, e-mail address and your approximate position.

If there is an official intervener in the given surrounding (e.g. a municipality organisation, who has the right to act in such situations), it may get your signal, but in case of an emergency call the emergency number. USA 911, EU 112

If you set a AssistIT Global PIN code for yourself, you can withdraw your signal with that.

If you send an SOS or a health-connected signal, AssistIT Global has access to the location-based services after sending the signal as long as:

- you don't withdraw it with your PIN code or
- an authorised person receives and closes your signal or
- 1 hour elapses from the starting of the signal

after that AssistIT Global does not have access to the location-based service of your device

If you started other signals or reports, AssistIT Global has access to your approximate location only in the moment of the sending of the signal, and during the exact localising of the location (max. 1 minute).

1. Access to the message sending system

If a person to notify was set and you start a signal, AssistIT Global has access to the message sending system during starting the signal:

On Android devices you can write and send the text message to the set persons in the name of the signal starter. (You send the text message through your own service provider, if you use it abroad, its fee may be higher and its condition is that the roaming should be active. AssistIT Global does NOT charge any fee for it.)

In case of iOS devices, it writes and addresses the message to the set persons, but you can send the message through pushing the "sending" icon. (You send the text message through your own service provider, if you use it abroad, its fee may be higher and its condition is that the roaming should be active. AssistIT Global does NOT charge any fee for it.)

In case of an e-mail notification, AssistIT Global sends the notification to the set persons in the name of the sender of the signal. (Its condition abroad is that the data roaming should be active. This may have a higher fee. AssistIT Global does NOT charge any fee for it.)

1. Timed alarm

In case of a timed alarm, the process must be stopped with the PIN code before the set time. If it isn't carried out, the system sends a notification to the set persons – in case the appropriate technical circumstances are provided – and notifies them about the fact that the timed alarm was not switched off.

1. Family package

In case of a family package, the members can be invited. Those who accept the invitation, become members of a family package and if s/he permits it, the other members can see his/her position and

s/he can see the position of the others if they permitted that. In this case AssistIT Global monitors the approximate position of the family members and shares it with the members inside the family, but does not share it with other parties.

The family members can quit the family package any time or can turn off the position monitoring.

1. If you have any questions in connection with the privacy notice or with the data management of AssistIT Global, please, contact us on the info@assistIT Global.com e-mail address.

1. AssistIT Global sometimes updates its privacy notice, which can be found on the www.assistIT Global.com website.