

ALW Group Ltd. Confidentiality Policy

Confidentiality policy

The ALW Group Ltd. (the Company) confidentiality policy applies to personal data provided by clients of the Company (Clients) for the purposes of providing various services, technical support, or warranty service, as well as Client participation in Company events, and other interactions. This data is usually provided in an electronic format.

The Company maintains the right to edit and supplement the acting provisions of this confidentiality policy. These supplements and edits will take priority over the current confidentiality policy provisions. Note that services provided by the Company may contain links to third parties that have their own personal information confidentiality policies. In these cases, the Company shall not be held liable for the contents and execution of the confidentiality policies of third parties. By providing the Company their personal data, the Client agrees to its processing according to the methods described in the current provisions of the confidentiality policy.

Personal data collection, storage, and deletion order

The Company collects personal data only with the user's agreement, and only for the purposes of providing the Client with a service that requires personal data, such as: online store purchases, participation in Company events, and warranty services. In order to prevent Client personal data leaks, the Company uses the full spectrum of information security measures, both technical and organizational.

The maximum duration for storing the Clients' personal data is 75 years after the moment the Company has received the personal data. In other cases, the Company stores the Clients' personal data until it ceases to exist.

The Clients' personal data, in whole or in part, is deleted, sanitized, or blocked in order to prevent the ability to further process said information.

The Company collects the following Client's personal data.

Technical information:

- access timestamp, and IP address used to access the Company's internet resources;
- sources for redirecting to the Company's internet resources;
- web pages visited by the user;
- banner ads displayed to the user;
- other technical information provided by the user's browser;
- Client's phone number, if they had called the numbers displayed on the Company's site;
- Client's full name, name of their employer, their phone number and email, if they had filled out the feedback form on the Company's site.

When registering on the www.allware.ru and www.alwgroup.ru sites, both belonging to the Company, the Company collects the personal client data necessary to authenticate the user/personalize service/deliver an order/provide feedback to the Client, which includes:

- the user's name and the name of their employer;
- the user's email, phone number and address, for delivery purposes.

Information about user actions:

- information about agreements and contracts between the Client and the Company;
- information about requests sent to the Company;
- data about goods purchased by the Client and services used by the Client;
- completed payments and other financial information necessary to comply with Russian Federation laws.

The purposes for processing Company Clients' personal data:

- selling goods and providing other services to the Client;
- using the Client's preferences when developing a new product or service;
- informing the Client of Company events, discounts, and special offers using email and SMS;
- processing Client feedback.

The Company does not provide third parties with the Clients' personal data unless:

- the Client has provided their direct approval for passing their personal data to a third party;
- a law enforcement agency has requested personal data in accordance with the current legislation;
- the Company undergoes a merger or acquisition.

ALW Group Ltd. use of cookie files and counters

Cookie files give the Company the ability to collect the following information about the Client: IP address/operating system/browser version/redirect site addresses. This is used to enhance the services provided to the Client, such as: saving the Client's password for the www.allware.ru after the browser is closed, analyzing traffic, and so on. Counters are used to graphically display impersonal data about users: visitor counters/site views. Both of these can be stopped at any time by the Client turning off their cookie files.

User rights for personal data

If the user wishes to stop processing their personal data, the Client needs to contact the Company directly.