

DeskTrack's Privacy Policy

DeskTrack is a tool to monitor the desktop activities, which allows individuals to analyze the inefficient practices from the recorded data. The real-time insights are stored securely on the DeskTrack ("DeskTrack", "we", "us", "our") website (desktrack.timentask.com) to provide these types of powerful reports. It as a service that gives 100% assurance to every user that their personal data is protected. The reports will only be used for evaluating the individual's performance which can help in boosting productivity.

This privacy policy will give the clarity of what DeskTrack is recording, how these records are maintained and the benefits of this type of data collecting.

As you are accessing a website, we are considering that you are agreeing to all the terms and conditions, Privacy Policy, Cookie Policy etc. which have been posted our website. In case if you do not agree to any one of them you may let us know or discontinue the services.

1. Introduction

- A. This privacy policy allows DeskTrack to process the data of the individuals ("users", "you") who use the DeskTrack service, visitors of the DeskTrack website ("you") on behalf of the companies, organizations, institutions, groups, individuals etc. to track the time and activities within the DeskTrack account ("client") as a service.
- B. The term "DeskTrack" is a name of the product owned by Aryavrat Infotech Inc, a company registered in the San Francisco, USA. Address: 1291 E. Hillsdale Blvd. Ste 205, Foster City, California, 94404.
- C. The terms "Personal Data", "Data Subject", "Processing", "Controller", "Processor" and "Supervisory Authority" as used in this Privacy Policy shall have the same meanings as given in the GDPR.
- D. DeskTrack acts as a controller and processor of the data recorded by the DeskTrack Apps. The following is the detail of the data recorded and the processing:
 - i) Data of all the users who are on the trial or subscription for the DeskTrack services will be recorded, controlled and will be processed at the DeskTrack Servers to create the reports, calculate their timesheets, and create analytic reports or other reports which are required by the DeskTrack functionalities.

These data reports will be accessible only to the DeskTrack admin accounts of the companies or freelancers registered and approved by the company.

- ii) Users who have not registered for the DeskTrack services but have been subscribed to receive the information from DeskTrack like commercial information, regular updates and other news from DeskTrack.

2. Data Processing by DeskTrack for providing the accurate information to the clients / employers (“you”)

- A. This section refers that, DeskTrack records the personal data of the end users (employees of the client or client himself) on the basis of the requirements of the client, therefore, data is controlled by the client themselves. The client and DeskTrack both are working as a data controller and processor.
- B. When any employer or individual (DeskTrack Client) register to use the DeskTrack services and create the user accounts for their team or install the apps directly to the machines, then the client instructs DeskTrack to record and process the data on the DeskTrack Servers in order to provide the requested information to the clients.
- C. If you are an employee of the company and your employer (DeskTrack client) has requested us to use DeskTrack services then we are obliged to record your data and transfer it to the DeskTrack Admin account. For any query related to the service, it can be addressed to your employer as they are the controller of your data.
- D. DeskTrack processes all the data on behalf of client (employer) as per their requirement and in compliance with the applicable data protection laws and regulations, GDPR.
- E. Client represents that they have acquired all necessary consents and/or relies on other appropriate legal basis for the processing of personal data of the end-users. Client confirms that the data can be transferred to DeskTrack as a processor and other third parties used by DeskTrack for the provision of service.
- F. DeskTrack processes the data as long as the service is taken by the client, i.e. DeskTrack account is active.
- G. DeskTrack stops processing the data of the end user when the application is uninstalled from the system or user is made inactive on the dashboard panel or the DeskTrack account has been deactivated.

- H. Tracked data can be deleted at any time on the written request of the client at support@timentask.com. Once deleted, it cannot be received.
- I. After terminating contractual relationship between DeskTrack and the Client, we may continue to store some data, but limited to the minimum amount required, as might be necessary for us to comply with legal obligations, to ensure reliable back-up systems, to resolve disputes between the Client and DeskTrack, if any, to prevent fraud and abuse, to enforce DeskTrack agreements, and/or to pursue legitimate interests of DeskTrack or third parties.
- J. **Assistance to the Client:** Taking into account the nature of the processing, DeskTrack as a Data Processor will assist the Client with provision of technical or organizational measures, insofar as possible, for the fulfillment of the Client's obligations as a Data Controller in relation to:
- i) Any requests from the Client's end-users in respect of access to or the rectification, erasure, restriction, portability, blocking or deletion of their Personal Data that DeskTrack processes on behalf of the Client. In the event that a Data Subject sends such a request directly to DeskTrack and we, will promptly forward such request to the Client
 - ii) The investigation of Personal Data breaches and the notification to the Supervisory Authority and Client's end-users regarding such Personal Data breaches; and
 - iii) Where appropriate, the preparation of data protection impact assessments and, where necessary, carrying out consultations with any Supervisory Authority.

3. Data Collection at DeskTrack

- A. DeskTrack does not collect any sensitive personal information. It collects non-sensitive information. The information collected is as follows:
- i) When clients activate their account, DeskTrack collects the following information:
 - Business Email
 - Name
 - Company Name
 - Phone Number
 - DeskTrack Password (in the encrypted format)

- Payment Information via offline methods
 - Photo (voluntary)
- ii) When client creates the user on the DeskTrack, following information is collected:
- Name
 - Email
 - DeskTrack Account Password (in the encrypted format)
 - Phone Number (voluntary)
 - Photo (voluntary)
- B. DeskTrack does not collect the keylog data, birth details, password, credit card details and any other personal information of the users.
- C. Some options within the Service allow our Users to voluntarily disclose their Personal Data such as photo. DeskTrack does not oblige Users to submit such data since it is not essential for provision of the Service, and Users are able to use the Service without providing us with the aforementioned data
- D. DeskTrack may use client's company name, logo and feedbacks on their website to promote their services (show that DeskTrack is use by these clients and industry)

Third-Party Integrations

- E. According to your requirement you can request us to integrate the DeskTrack product with third-party services (hardware and software) like biometric, project management tools, payroll systems, HRMS etc.
- F. When any third party service is integrated with DeskTrack, some of the information from their servers is shared to the DeskTrack servers. If some other application like Project management apps, Google Calendar, Outlook, Gmail etc. is enabled to permit data to be imported into DeskTrack Server, we may receive information as you have elected to let the application make it available to us.

Information you share and processed when account is configured:

- G. While configuring the DeskTrack account along with the tracking information of the users as well as the personal information like Name, Email, Company Name, Phone Number, Location, Time zone, Work Duration, Profile Images (optional).

- H. At the time of data processing, DeskTrack uses the following information Machine's IP address, Time zone, Work Duration, Application Name and Version, File Names, File Paths, URLs browsed, Project, Module and Task names, Time on each activity, Mouse clicks and Email list. All these records are used to find the optimal reports as per the client's request.
- I. If you are the end user then all the information is provided by the client (your employer).

Information we collect from DeskTrack website visitors:

- J. When any visitor comes to the DeskTrack and fill the contact form or send us the message on the Live Chat we receive the following information Name, Phone, Email.

4. Purpose of Data Processing

- A. DeskTrack processes the data (non-sensitive information) as a Controller to provide the required service or to improve any service to the client as per their requirement. DeskTrack assures the best customer experience.
- B. DeskTrack process the collected data for the following purposes but it is not limited as it may require to process the data for any new implementation or other services required by the client:
 - i) Registering to use the DeskTrack service by configuring the DeskTrack Account
 - ii) Invoices and processing payments for the service
 - iii) Personalizing your use of the Service when you set up your account settings
 - iv) Performance analyzing of the users as a feature of DeskTrack Services
 - v) Analytics and measurement to understand how our Services are used. For example, we analyze data about your usage of the Service to optimize product design, to generate reports and create statistics about use of DeskTrack Service
 - vi) Communication purpose, sending you emails regarding DeskTrack Services, latest feature, answer your queries, services relates to customer support
 - vii) To implement any new functionality
 - viii) Sharing any promotional offers, ads
 - ix) Protecting legal interests of DeskTrack's Clients, Users and other third persons for legal reasons such as, e.g. enforcing our Terms & Conditions or Privacy

Policy, complying with any applicable law and assisting law enforcement authorities

Note: We will always inform, if we use any information beyond the privacy policy

- C. DeskTrack only collects and processes the Data where we have a lawful basis. Legal grounds for the processing of Data vary depending on the specific group of data and the purposes for processing it. Note that we may be processing the same Data for several purposes simultaneously and, respectively, on more than one legal ground.

Contract: Data processing by DeskTrack will be under the contractual relationship between the client and DeskTrack but sometimes it can be out of it depending on the requirement, if anything happens we will always inform

Legal Obligation: For some cases DeskTrack process the data on the basis of legal obligations imposed on us by the law such as financial and tax reporting or any other legal process

Legitimate Interests: Data processing is necessary for pursuing legitimate interests of DeskTrack or for the legitimate interests of third parties, always provided that such processing shall not outweigh your rights and freedoms. For example, we may process your data for marketing purposes based on our legitimate interest of growing and improving our business. Other legitimate interests include maintaining Service to meet the needs of our Users and Clients, advertising to make our Service freely available for users, detecting and preventing fraud, abuse, security and technical issues with the Service, fulfilling obligations to our partners, enforcing legal claims, etc.

Consent: Some Personal Data we process based on your consent. This is the information that we do not need for performance of the contract, but you voluntarily may provide us with such information. By taking such clear affirmative action as uploading your photo to DeskTrack account, you signify your consent to the processing of your respective Personal Data. By using the “private time” or “assigning idle time” you take affirmative action and manifestly make this information available at your account. Note that you can withdraw your consent for the above information by not using this feature.

5. Data Retention, Return and Delete Policy

- A. DeskTrack retains the non-sensitive personal data of the end user as long as the client maintains the DeskTrack account or the subscription period ends.

- B. Data created by you when using the Service is kept by DeskTrack for 13 months. After 13 months only general information like “login time”, “logout time”, “desktop time”, “time at work”, “idle time” and “productive time” are kept at the server remaining data like “application list”, “file names”, “file paths”, “project, module and task name” and “email tracking data” are kept at the DeskTrack local servers for 4 months. After that period of time, your data will be removed.
- C. As the user terminates the relationship with us by terminating the contract or deleting the DeskTrack account, we may store certain information to comply with our legal obligations, resolve disputes, if any, to prevent fraud and abuse, to enforce our agreement, and/or to protect our legitimate interests.
- D. After terminating the relationship with DeskTrack, either the data can be return to the client or deleted by us depending on the client’s interest.

6. Data Rights

- A. Individuals located in certain countries, including the European Economic Area, have certain statutory rights in relation to their Personal Data. Subject to any exemptions provided by law, you may have the right to request access to the Data to seek to update, delete or correct some of the data only, to restrict or object to processing of your data, as well as right to portability of the Data.
- B. The data which has been processed by DeskTrack services can be accessed to the client after login to the DeskTrack Admin Account.
- C. If there is something where the client observes data has been processed incorrectly or it is out of the Privacy Statement, those concerns can be raised to DeskTrack Support via email (support@timentask.com) or contact box on DeskTrack’s website.
- D. If you are the end user, i.e. employee of the client and you have a query regarding the recorded data, you should contact your employer (DeskTrack’s client), not the DeskTrack team. If the concern is coming from the client, the DeskTrack team can provide support.

7. Data Security

- A. DeskTrack uses reasonable organizational, technical, and administrative measures to protect the confidentiality, integrity, and availability of data. We encourage Users, Clients and their end-users to take care of their own data by limiting the access to their computer and browser by signing out after ending each session, and as possible avoid

providing the sensitive information, disclosure of which could cause substantial harm to the data.

- B. All of DeskTrack's authorized personnel involved in the processing of data provided to us have committed themselves to confidentiality obligations and shall not access or otherwise process data without authorization.
- C. In the event a data breach occurs, we will notify you in compliance with the obligations set forth in applicable laws and will provide reasonable assistance after the investigation of the data breach. We will also notify the supervisory authorities.
- D. DeskTrack will process data in accordance with applicable Data Protection Laws within the European Economic Area ("EEA"). DeskTrack will comply with requirements of the General Data Protection Regulation (GDPR) adopted in April 2016 and became enforceable starting on 25 May 2018.

8. Third Party Integrations:

- A. DeskTrack in order to provide the different services, work with third parties which therefore we may share your data (non-sensitive information) to the third party and they process it on behalf of DeskTrack.
- B. Only a minimum amount of non-sensitive information is shared with the third parties, this shared information is strictly required by them to provide the required services. DeskTrack assures that it shares the data to those Third-Party Service Providers only who are able to demonstrate that they have implemented appropriate measures to ensure that Data is processed in compliance with GDPR and other applicable laws and regulations.
- C. The categories of recipients of your Data include, hosting and server colocation service providers, communication and content delivery networks, data and cybersecurity service providers, web analytics, email distribution and monitoring service providers, session recording service, marketing service providers, legal and financial advisors, among others ("Third-Party Service Providers").

9. Changes to Privacy Policy

- A. DeskTrack can amend the privacy policy at any point of time, therefore clients are requested to check the page from time to time. Also we can inform the existing clients by notifying them via the admin emails.

- B. Policies will be amended if any changes are done to the data processing; new features are added to DeskTrack or as per the data policies set by the government.
- C. The changed policy is in effect once it has been updated to the page.

10. Contact Information

In case you have any concerns or queries related to the privacy policy or data processing practices, please email us at support@timentask.com or by using the contacts below:

Aryavrat Infotech Inc.

US: 1291 E. Hillsdale Blvd. Ste 205, Foster City, CA 94404

India: 217 Metropolis Tower, Ajmer Road, Jaipur -302019

** This Privacy Policy is effective from 30 September 2019*