**KnowMax**

**Knowledge Management Solution  
Privacy Policy**

# About Knowmax

Knowmax transforms the idea of knowledge management and highlights how it keeps everything curated without much efforts.  
  
A knowledge management software, intended to organize information through the maginificient support implemented by Artificial Intelligence. It enables a centralized data repository for information management where businesses expand the quality of CX from spectrum of content creation, curation and its diversified distribution across channels. Knowmax simplifies the bulky organizational data and knowledge for the individuals to understand and handle operations.   
  
Below are the tools used for Knowledge Management:

* Picture Guides
* Decision Tree
* FAQ’s And Articles

# Introduction to Privacy Policy

This Policy details our commitment to protecting the privacy of individuals who register to use the products and services which we market for subscription (available a [https://knowmax.ai](http://knowmax.ai/s)

For the purposes of this Policy, the term, “Websites”, shall refer collectively to [knowmax.ai](https://www.zendesk.com/)  This Privacy Policy describes how the Knowmax collects, uses, shares and secures the personal information that you provide. It also describes your choices regarding use, access and correction of your personal information.

# *Affiliate and Privacy Policy*

We do not gather any personally identifiable information through this website.

# When this Policy does not apply – Service Data:

With the exception of Account Information (as defined below) and other information we collect in connection with your registration or authentication into our Services, this Policy does not apply to our security and privacy practices in connection with your access to and use of the products and services which we market for subscription on our Websites (our “Services”). We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once it is received. These security and privacy practices, including how we protect, collect, and use electronic data, text, messages, communications or other materials submitted to and stored within the Services by You (“Service Data”), are detailed in and governed by our Master Subscription Agreement, available or such other applicable agreement between you and any member of the Knowmax (collectively referred to as the “Service Agreement”).

Subscribers to our Services are solely responsible for establishing policies for and ensuring compliance with all applicable laws and regulations, as well as any and all privacy policies, agreements or other obligations, relating to the collection of personal information in connection with the use of our Services by individuals (also referred to as “data subjects”) with whom our Subscribers interact. If you are an individual who interacts with a Subscriber using our Services, then you will be directed to contact our Subscriber for assistance with any requests or questions relating to your personal information.

We collect information under the direction of our Subscribers, and have no direct relationship with individuals whose personal information we process in connection with our Subscriber’s use of our Services. The use of information collected through our Services shall be limited to the purpose of providing the service for which Subscribers have engaged a member of the Knowmax. If you are an individual who interacts with a Subscriber using our Services (such as a customer or user of one of our Subscribers) and would either like to amend your contact information or no longer wish to be contacted by one of our Subscribers that use our Services, please contact the Subscriber that you interact with directly.

# Account and Registration Information:

We ask for and may collect personal information about you such as your name, email address, , as well as certain related information like your company name, when you register for an account to access or utilize one or more of our Services (an “Account”). We also ask for and collect personal information such as an email address and a name or alias from any individual that you authorize to log into and utilize our Services in connection with Your Account (an “Agent” or “End-User” as defined in the Service Agreement). We base the processing of your personal information on our legitimate interest to provide you with the necessary functionality required during your use of our Service(s);

If you sign-up for a free trial Account, you are not required to enter your credit card information unless and until you decide to continue with a paid subscription to our Services. A third-party intermediary is used to manage credit card processing. This intermediary is not permitted to store, retain, or use your billing information for any purpose except for credit card processing on our behalf.

We refer to any information described above as “Account Information” for the purposes of this Policy. By voluntarily providing us with Account Information, you represent that you are the owner of such personal information or otherwise have the requisite consent to provide it to us.

# Other Submissions:

We ask for and may collect personal information from you when you submit web forms on our Websites or as you use interactive features of the Websites, including: participation in surveys, contests, promotions, sweepstakes, requesting customer support, or otherwise communicating with us. We process your personal information to perform our contract with you for the use of our websites and the Service(s) and to fulfill our obligations under the Master Subscription Agreement to You; where we have not entered into the Master Subscription Agreement with you, we base the processing of your personal information on our legitimate interest to operate and administer our websites and to provide you with the content you access and request.

# Cookies and Other Tracking Technologies:

We do not gather any data or use cookies that can identify a specific individual. We do use cookies for general traffic data and to ensure that your site experience is as good as possible. Our cookies track site ads, tracks site analytics (traffic statistics), remember which menu items you openened, and remember if you accepted our cookie and privacy policy. All cookies eventually expire or can easily be deleted using your browser function. By using our site you agree to our use of cookies.

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third-party sites have separate and independent privacy & cookie policies. We therefore have no responsibility or liability for the content and activities of these linked sites.

# Logs:

As is true with most websites and services delivered over the Internet, we gather certain information and store it in log files when you interact with our Websites and Services. This information includes internet protocol (IP) addresses as well as browser type, internet service provider, URLs of referring/exit pages, operating system, date/time stamp, information you search for, locale and language preferences, identification numbers associated with your devices, your mobile carrier, and system configuration information. Occasionally, we connect personal information to information gathered in our log files as necessary to improve our Websites and Services. In such a case, we would treat the combined information in accordance with this Policy.

# Analytics:

We collect analytics information when you use the Websites to help us improve them, including through the use of cookies. We may also share non-identifiable data about your actions on our Websites with third-party service providers of analytics services. We may record information such as how often you use the service, the events that occur within the application, aggregated usage, performance data, and where the application was accessed. We do not link the information we store within the analytics software to any personally identifiable information.

# How We Use Information That We Collect

# General Uses:

We may use the information we collect about you (including personal information, to the extent applicable) in order to perform our obligations under our Agreement with you and on the basis of our legitimate interest including to

(a) provide, operate, maintain, improve, and promote the Websites and the Services;

(b) enable you to access and use the Websites and the Services;

(c) send transactional messages, including responses to your comments, questions, and requests; provide customer service and support; and send you technical notices, updates, security alerts, and support and administrative messages;

(d) send promotional communications, such as providing you with information about products and services, features, surveys, newsletters, offers, promotions, contests, and events; and provide other news or information about us and our partners (you can opt-out of receiving marketing communications from us by providing us with name(s) and email address(es) you want opted out via an email to us at [support@know-max.com](mailto:support@know-max.com) or following the unsubscribe instructions included in our marketing communications);

(e) monitor and analyze trends, usage, and activities in connection with the Websites and Services and for marketing or advertising purposes;

(f) investigate and prevent fraudulent transactions, unauthorized access to the Websites and the Services, and other illegal activities;

(g) personalize the Websites and Services, including by providing features or advertisements that match your interests and preferences; and

(h) for other purposes for which we obtain your consent.

# Legal basis for processing (EEA visitors only):

If you are a visitor from the European Economic Area (“EEA”), our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally collect personal information from you only where we need the personal information to perform a contract with you (e.g. to provide you with our Services), where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms, or where we have your consent. In some cases, we may also have a legal obligation to collect personal information from you.

If we ask you to provide personal information to comply with a legal requirement or to perform a contact with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time why we need to use your personal information. If we process personal information in reliance on your consent, you may withdraw your consent at any time.

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the “Contact Us” section below.

# Sharing Of Information Collected

**Third-Party Service Providers:**

We share information, including personal information, with our third-party service providers that we use to provide hosting for and maintenance of our Websites, application development, backup, storage, payment processing, analytics and other services for us. These third-party service providers may have access to or process your personal information for the purpose of providing these services for us. We do not permit our third-party service providers to use the personal information that we share with them for their marketing purposes or for any other purpose than in connection with the services they provide to us.

**Compliance with Laws and Law Enforcement Requests; Protection of Our Rights:**

In certain situations, we may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. We may disclose personal information to respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims. We may also share such information if we believe it is necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Service Agreement, or as otherwise required by law.

**Testimonials:**

From time to time, we may post testimonials on the Websites that may contain personal information. We obtain Your consent to post Your name along with Your testimonial. If you wish to update or delete your testimonial, you can contact us at [support@know-max.com](mailto:support@know-max.com)

**With Your Consent:**

We may also share personal information with third parties when we have your consent to do so.

**Data Retention**

Where Knowmax is the data controller of personal information (for example, personal information relating to Website Visitors, Attendees and individuals who register to use our Services), then we retain the personal information we collect where we have an ongoing legitimate business need to do so (for example, to provide you with our Services, to enable your participation in an event, and to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or aggregate it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

If your personal information is processed within a Subscriber’s Service Data, we will process the personal information for as long as we are instructed to do so by the relevant Subscriber that is the data controller of the Subscriber Service Data.

**Deactivating your user profile:**

If you no longer wish to use our Services, Knowmax Subscriber may be able to deactivate your End-User account. To deactivate an end-user account through your administrator settings, please email Support@know-max.com. Please be aware that deactivating your account does not delete your information; your information remains visible to other Service users based on your past participation within the Services.

**Request that we stop using your information:**

You may request that your personal information no longer be accessed, stored, used and otherwise processed where you believe that a Knowmax or we do not have the appropriate rights to do so. For example, if you believe a Services account was created for you without your permission or you are no longer an active user, you can request that we delete your account as provided in this Policy. Where you gave us consent to use your personal information for a limited purpose, you can contact us to withdraw that consent. You can also opt-out of our use of your personal information for marketing purposes by contacting us, as provided below.

**Children's Online Privacy Protection Act Compliance**

We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act); we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

**Supplemental Terms and Conditions for Certain Regions**

*Japan:*

If you are a Subscriber to our Services, you agree that you are responsible for notifying your customers using our Services about how the Knowmax may use your customers’ personal information as described in this Policy and for obtaining prior consent from your customers to disclose their personal information to us.

*Brazil:*

Personal information collected, stored, used and/or processed by the Knowmax, as described in this Policy, is collected, stored, used and/or processed in accordance with Brazilian Law No. 12,965/2014. Those individuals who use or access our Website or Services expressly consent to the collection, use, storage and processing of their personal information by us for the purposes described in this Policy.

*Australia:*

Personal information collected, stored, used and/or processed by the Knowmax, as described in this Policy, is collected, stored, used and/or processed in compliance with the Australian Privacy Act 1988 (Commonwealth) and the Australia Privacy Principles as we further detail

*New Zealand:*

Personal information collected, stored, used and/or processed by the Knowmax, as described in this Policy, is collected, stored, used and/or processed in compliance with New Zealand’s Privacy Act 1993 and its 12 Information Privacy Principles (“NZ IPPs”) as we further detail.

*Singapore:*

Personal information collected, stored, used and/or processed by the Knowmax, as described in this Policy, is collected, stored, used and/or processed in compliance with the Personal Data Protection Act 2012 of Singapore (“PDPA”) as we further detail.

*Canada:*

Personal information (as the term is defined in the Personal Information Protection and Electronic Documents Act of Canada (“PIPEDA”)) will be collected, stored, used and/or processed by the Knowmax under PIPEDA.

**Changes To This Policy**

This Policy may be updated from time to time to reflect changing legal, regulatory or operational requirements. We encourage you to periodically review this page for the latest information on our privacy practices.

If there are any material changes to this Policy, you will be notified by our posting of a prominent notice on the Websites prior to the change becoming effective. If we are required by law to do so, we will seek your consent prior to those material changes becoming effective.

If you do not accept any changes made to this Policy, please discontinue use of the Websites and the Services.

**Contact Us**

If you have questions regarding this Policy or about the Knowmax practices, please contact us by email at support@know-max.com, or at:

Kochar Infotech Pvt Ltd.

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