

At Trust-OS, accessible at www.trust-os.co, we are committed to protecting your privacy and ensuring transparency in how we collect, use, and safeguard your personal data. This Privacy Policy outlines our practices regarding the information we collect through our website and in the course of providing our digital solutions and business process outsourcing services.

1. Information We Collect

We may collect the following types of personal and business information:

- Contact Information: Name, email address, phone number, company name, and job title.
- Account Data: Login credentials, user IDs, and authentication data when accessing our dashboards or portals.
- Service-Related Data: Details necessary to deliver our services, such as campaign preferences, automation workflows, analytics settings, or voice assistant configurations.
- Payment Information: Billing details and transaction records (processed securely via third-party payment processors).
- Communication Records: Email correspondence, chat logs, support tickets, and call recordings (for training and quality assurance).
- Technical Data: IP addresses, browser type, device information, location data, and usage analytics.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To provide, manage, and improve our services.
- To personalize user experience and configure service features.
- To process payments and manage subscriptions.
- To deliver customer support and respond to inquiries.
- To send updates, service notifications, marketing emails (with opt-out options), or newsletters.
- To comply with legal obligations and enforce our Terms and Conditions.

3. Data Sharing and Disclosure

We do not sell your personal data. However, we may share information with trusted third parties under the following conditions:

- Service Providers: With vendors and partners who help us operate our services (e.g., CRM platforms, hosting services, communication tools) under strict confidentiality agreements.
- Legal Compliance: If required by law or to respond to legal processes, protect rights, or ensure security.
- Business Transfers: In the event of a merger, acquisition, or sale of assets, user data may be transferred under the same privacy commitments.

4. Data Retention

We retain personal data only as long as necessary to fulfill the purposes outlined in this policy, including legal, tax, and accounting obligations. When no longer required, data is securely deleted or anonymized.

5. Your Rights and Choices

You may:

- Access, update, or correct your personal information at any time.
- Request deletion of your data (subject to service-related or legal obligations).
- Opt-out of marketing communications using the unsubscribe link in our emails.
- Request data portability or object to certain processing activities.

To exercise your rights, please contact us at privacy@trust-os.co.

6. Data Security

We implement industry-standard security measures (including encryption, access control, and monitoring) to protect your data against unauthorized access, disclosure, or misuse. However, please note that no method of online transmission or storage is 100% secure.

7. International Data Transfers

As a global service provider, we may transfer and process data outside your country of residence, including to countries that may not have the same data protection laws. We ensure appropriate safeguards are in place as required by applicable laws.

8. Use of Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance functionality, analyze traffic, and improve user experience. You can manage your cookie preferences through your browser settings or our cookie banner (where applicable).

9. Third-Party Links

Our website may include links to third-party websites or platforms. We are not responsible for their privacy practices. We encourage you to review their policies before interacting with them.

10. Children's Privacy

Our services are intended for business use and are not directed to children under the age of 16. We do not knowingly collect data from minors.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. Updates will be posted on this page with a revised effective date.

