



PRIVACY POLICY

TruQC, LLC and SPOT Tracker, LLC are part of TruSPOT Holdings, LLC, a Jones Capital Company. In this privacy policy, the term Company means TruQC, LLC, SPOT Tracker, LLC, TruSPOT Holdings, LLC and its affiliates.

This page is used to inform visitors regarding how our Company uses and processes the information we collect from you when you use our Services, which includes (i) our website (<http://www.trusolutions.com/>), (ii) our mobile applications, and (iii) our web applications (with ii and iii comprising our Software Services).

The information that we collect is used for providing, maintaining, and improving our Services, developing new services, analyzing aggregated data for service improvement and new services, communicating with and providing personalized support to you, measuring our performance, complying with legal/regulatory obligations, performing and enforcing any agreements with you, and managing your account. We will not use or share your information with anyone except as described in this privacy policy.

The terms used in this Privacy Policy have the same meanings as in our applicable Terms of Service, which are accessible at [trusolutions.com](http://www.trusolutions.com), unless otherwise defined in this Privacy Policy.

Information Collection and Use

For a better experience while using our Services, we may require you to provide us with certain personally identifiable and business information including, but not limited to, your name, your phone, your email, your address, employee/contractor information, prices, supplier/customer information, and other business information. We collect and use this information when you utilize our Services, request a demonstration, register for e-mails from us, utilize our chat function, use or view our website via cookies, or otherwise contact or do business with us. The information that we receive will be retained by us and used as described in this privacy policy.



Our Services do use third party services that may collect information used to identify you, such as Hubspot, NetSuite, and Amazon Web Services. Below are links to the privacy policy of the third-party service providers we use with our Services.

- [Hubspot](#)
- [NetSuite](#)
- [Amazon Web Services](#)

Log Data

Whenever you use our Services, in a case of an error in the app, we collect data and information (through third party products) on your device called Log Data. This Log Data may include information such as your device Internet Protocol (“IP”) address, device name, operating system version, the configuration of the app when utilizing our Services, the time and date of your use of the Services, and other statistics. We use this Log Data to improve the performance our Services.

Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device’s internal memory.

.Our website or apps may use third party code and libraries that use “cookies” to collect information and improve their services. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your device. If you choose to refuse our cookies, you may not be able to use some portions of our Services.

Service Providers

We may employ third-party companies, service providers, contractors, and individuals due to the following reasons:

- To facilitate our Services;
- To provide the Services on our behalf;
- To perform Service-related services; or
- To assist us in analyzing how our Services are used.



These third parties have access to your information only to perform the tasks assigned to them on our behalf. And they are contractually obligated not to disclose or use the information for any other purpose.

Security

The security, integrity, and confidentiality of your information are extremely important to us. We have implemented technical, administrative, and physical security measures that are designed to protect your information from unauthorized access, disclosure, use, and modification, and may include encryption, token-based authentication, and multi-factor authentication. Please remember that despite our efforts, no security measures are 100% secure and reliable, and we cannot guarantee absolute security.

Our Company will keep your received information for the length of time needed to fulfill the purposes outlined in this privacy policy unless a longer retention period is required or permitted by law. After the retention period, we will delete your information via our internal standard process.

Your Information Protection Rights

We provide you with the ability to exercise certain controls and choices regarding our collection and processing of your information. In accordance with applicable law, you are entitled to request that our Company provide a copy of your personal information. We may charge a small fee for this access service. You are also entitled to request that our Company correct any incorrect information or complete any information you believe is incomplete. Under certain circumstances, you also may be entitled to request that your information be erased, not processed, or transferred to another entity. For any of the foregoing requests, please contact us at support@trusolutions.com. We have one month to respond to inquiries.

Links to Other Sites

Our Services may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the privacy policy of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.



Children's Privacy

We do not knowingly collect, use or disclose personally identifiable information from children under 13. If we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us at support@trusolutions.com so that we can erase the information.

Changes to This Privacy Policy

We may update our privacy policy from time to time to accommodate new technologies, industry practices, legal requirements, or for other purposes by posting the new privacy policy on this page. Please review this page periodically for any changes. These changes are effective immediately after they are posted on this page. If we change the privacy policy in a material way, we will provide an appropriate notice to you. This privacy policy was last updated on May 12, 2023

Contact Us

If you wish to withdraw your consent to this privacy policy or exercise one of your information protection rights, please contact us at support@trusolutions.com. If you have any questions or suggestions about our privacy policy, please contact us.