

Privacy Policy

EnSoft's privacy policy describes how EnSoft handles your personal information which may be collected by EnSoft anytime you interact with EnSoft, such as when you visit our website, when you purchase EnSoft products and services, or when you call our sales or support associates. Please take a moment to review the following privacy policy to learn more about what type of information is gathered by EnSoft, how the information is used and for what purposes, to whom we disclose the information, and how we protect your personal information. At EnSoft, we recognize that your privacy is a priority, and we take the protection of your personal information seriously.

Why we collect personal information

EnSoft collects your personal information in order to provide customer service, to provide convenient access to our products and services, and to keep you informed about the latest product announcements, software updates, special offers, and events that you might like to hear about.

What information we collect

Your personal information may help us improve the service that we provide to you. For example, we may ask for your personal information that is relevant to the situation when you're discussing a service issue on the phone with an associate, downloading a software update, participating in an online survey, registering your products, or purchasing a product. This personal information may include, but is not limited to your name, mailing address, phone number, email address, and contact preferences; your credit card information and information about the EnSoft products you own, such as their license numbers, and date of purchase; and information relating to a support or service issue. This information is used for market research purposes to gain a better understanding of our customers and thus provide more valuable service.

EnSoft also enables you to purchase and send products to family members, friends or colleagues. To fulfill your request, EnSoft may require personal information about the person to whom you are sending the product or service such as their name, physical address, email address, etc. The personal information you provide about that person is used only for the purpose for which it is collected. EnSoft will not use the information collected to market directly to that person.

Sharing of your information

EnSoft recognizes that your privacy is important. EnSoft does not disclose your contact information to other marketers. Your personal information may be shared with legal entities within the EnSoft group globally who will safeguard it in accordance with EnSoft's privacy policy. EnSoft may also make certain personal information about you available to companies that EnSoft has a strategic relationship with or that perform work for EnSoft to provide products and services to you on our behalf. These companies are also obligated to protect your personal information in accordance with EnSoft's policies. Purchasing products, having products delivered to you, receiving customer service, providing feedback on our products and services, or accessing certain services, offers, and content on the EnSoft website may be more difficult without such information being made available.

We may disclose your personal information if required by law or litigation or if we determine that for national security, law enforcement, or other issues of public importance, disclosure is necessary.

Protection of your personal information

EnSoft takes administrative, technical, and physical precautions to safeguard your personal information against loss, theft, and misuse, as well as unauthorized access, disclosure, alteration, and destruction.

The EnSoft Online Store use Secure Sockets Layer (SSL) encryption on all web pages where personal information is required. To make purchases from the EnSoft Online Store, you must use an SSL-enabled browser to protect the confidentiality of your personal and credit card information while it is transmitted over the Internet.

You are responsible for taking certain precautions to protect your personal data when you are on the Internet, such as protecting your passwords and using a secure web browser. Use good passwords that are at least eight characters in length and contain a combination of letters and numbers, and change your passwords often.