

Equature Privacy Policy

1. Introduction: Dictation Sales and Service, Inc. dba Equature respects your privacy and is committed to protecting the personal information you provide while using our services. This Privacy Policy explains how we collect, use, and safeguard your data, and it outlines your rights regarding your information. By using Equature's services, you acknowledge and agree to the terms outlined in this policy.

2. Information We Collect: Equature collects information to provide efficient services, enhance user experiences, and ensure system security. We collect information in the following ways:

- **Personal Information Provided by Users:** When you register, contact support, or use our services, we may ask for personal details such as your name, email address, phone number, company name, job title, and other relevant contact information. This information helps us manage your account, process transactions, and provide customer support.
- **Automatically Collected Information:** Equature automatically collects technical data, including IP addresses, browser types, operating systems, device identifiers, and usage patterns. This information is used for system diagnostics, service optimization, and analytics. We may use cookies and similar technologies to track user activities on our platforms.
- **Data Captured via Equature Systems:** Our systems may capture voice, video, and related data as part of providing public safety communication solutions. This may include call recordings, screen captures, transcriptions, and other media captured during the use of our services. Such data is collected under specific contractual agreements with our clients.

3. How We Use Collected Information: Equature uses the information collected for the following purposes:

- **Service Delivery and Improvement:** We use your data to set up and maintain your account, deliver services, and enhance functionality. This includes processing orders, enabling access to features, and optimizing service performance.
- **Customer Support:** We use contact information to communicate with you, respond to inquiries, and provide support for any issues you may encounter while using our services.
- **Service Personalization:** Data helps us understand your preferences and customize services to provide a more personalized experience. For example, stored preferences can improve the efficiency of service usage.
- **Security and Compliance:** Technical data is used to detect, prevent, and respond to security incidents, fraud, and system integrity issues. We also use it to ensure compliance with applicable regulations, including data protection and privacy laws.
- **Analytics and Service Enhancement:** Aggregated data may be analyzed to gain insights into how our services are used. This helps us identify trends, improve product features, and develop new solutions.

4. Data Security and Privacy: Equature prioritizes the security of your data and has implemented various measures to safeguard it:

- **Encryption:** All data transferred between your device and our servers, as well as data stored on our systems, is encrypted using industry-standard protocols to prevent unauthorized access.

- **Access Control:** Only authorized personnel with a legitimate need have access to your data. Each authorized user is provided with unique credentials, and we enforce policies that prohibit the sharing of these credentials. Systems are monitored to detect any unauthorized access.
- **Data Retention and Deletion:** We retain your information only as long as necessary to fulfill the purposes outlined in this policy or to comply with legal obligations. You may request the deletion of your personal information, and we will process such requests in accordance with applicable laws and contracts.
- **Compliance with Regulations:** Equature complies with relevant data protection regulations, including HIPAA, CJIS, and other federal, state, and local laws. We regularly review our security practices to ensure compliance and safeguard user privacy.

5. Sharing of Information: Equature does not sell, rent, or lease your personal information to third parties. We may share your information under the following circumstances:

- **With Your Consent:** Information may be shared with third parties when you have given explicit consent for us to do so. This includes cases where you authorize integrations with other platforms or services.
- **For Legal Purposes:** We may disclose your information if required by law, such as in response to a subpoena, court order, or other legal process. Additionally, we may disclose information when necessary to protect the safety, rights, or property of Equature, its users, or the public.
- **Service Providers and Business Partners:** We may share data with trusted service providers who assist in the operation of our services. These third parties are required to adhere to our privacy standards and are prohibited from using your information for any purpose other than the services they are providing on our behalf.

6. Cookies and Tracking Technologies: Equature uses cookies, web beacons, and similar technologies to:

- **Enhance User Experience:** Cookies help us remember your settings, preferences, and login information, so you don't have to re-enter them each time you visit.
- **Analyze Website Traffic:** We collect data on how users navigate our site, which pages are visited most often, and how long users spend on the site. This information helps us understand usage patterns and improve the site's functionality.
- **Advertising and Marketing:** Cookies may also be used to deliver targeted advertisements based on your browsing history. Users can opt out of targeted advertising by adjusting their browser settings or through industry-standard opt-out mechanisms.

You can manage cookie settings via your browser's privacy controls. However, please note that disabling cookies may affect your ability to use some features of our services.

7. Children's Privacy: In compliance with the Children's Online Privacy Protection Act (COPPA), Equature does not knowingly collect or solicit personal information from children under the age of 13. If we learn that we have inadvertently collected such information, we will promptly delete it. Parents or guardians who believe that their child has provided us with personal information may contact us for assistance.

8. User Rights and Data Access: Equature respects your rights regarding your personal information. You have the following rights:

- **Access and Rectification:** You may request access to or correction of the personal information we hold about you.
- **Data Portability:** Upon request, we can provide you with a copy of your data in a structured, machine-readable format.
- **Deletion and Withdrawal of Consent:** You can request the deletion of your data or withdraw consent for the use of your information, where applicable.
- **Restriction of Processing:** In certain circumstances, you may request that we limit the processing of your data. To exercise any of these rights, please contact our support team at support@equature.com.

9. International Data Transfers: Your information may be transferred to and processed in countries other than your own. Equature ensures that any international data transfers comply with applicable data protection regulations, using mechanisms such as standard contractual clauses to safeguard your data. Equature adheres to the Foreign Corrupt Practices Act (FCPA), the Denied Entities Act, and relevant United States commerce, customs, and export regulations to safeguard your data.

10. Data Breaches and Security Incidents: Equature has a comprehensive incident response plan to address data breaches and security incidents. In the event of a data breach, we will:

- **Investigate the Incident:** Determine the nature and scope of the breach and take immediate action to mitigate its effects.
- **Notify Affected Parties:** If your data has been compromised, we will notify you as soon as possible and provide details on the nature of the breach, the information affected, and steps taken to address the issue.
- **Report to Authorities:** We will report breaches to relevant regulatory authorities as required by law.

11. Changes to This Privacy Policy: Equature may update this Privacy Policy periodically to reflect changes in our practices, technology, legal requirements, or other factors. We will notify you of significant updates via email or through our website. The date of the last update will always be displayed at the top of the policy. Continued use of our services constitutes acceptance of the revised policy.

12. Contact Us: If you have any questions, concerns, or requests regarding this Privacy Policy or Equature's data practices, please contact:

Equature
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