

Zeus Soft Privacy Policy

Who are we?

Zeus Soft sprl is a company based in Belgium, specialized in developing software for homeopathic practitioners.

Purpose of this document

This privacy policy explains your rights and our approach in handling any personal information that you might supply to us or that might be collected from you in connection with your use of any of our services.

How to contact us?

If you have any questions about this privacy policy or want to exercise your rights, please contact us by mail on info@zeus-soft.com

Or write to us:

Zeus Soft
Rue Jean Sonet 25
5032 Isnes
Belgium

How do we collect personal information?

We collect personal information that was voluntarily provided by you (ex: when purchasing a product or when subscribing to the newsletter).

What personal information do we collect and how do we use the information?

Mailing list

When you subscribe to our mailing list, MailChimp (data processor) collects your E-mail address and optionally, your preferred newsletter language & country. We use this to send out commercial, marketing and informative e-mails taking in to account the preferences you provided.

We also send you e-mails that are vitally important for the security and stability of our software.

Please visit the links below for Mailchimp's policies:

- <https://mailchimp.com/legal/terms/>
- <https://mailchimp.com/legal/privacy/>

This information is kept until you unsubscribe, indicating you are no longer interested in receiving our mails. This information is not shared with 3rd parties.

CRM/EOF

When you purchase one of our software products directly or through a dealership, we collect the information you provide at the time of your purchase. This can include but is not limited by your E-mail address, personal address and contact information, business address and contact information, language, vat number and (hopefully) your consent to receive marketing mailing from Zeus Soft. **We use this information to help provide customer service, allow for product shipping and verify license ownership.**

When a new reseller in a given territory takes over from the previous one, we transfer your data to this new reseller to allow him/her to service you and to recognize you as a customer of Zeus Soft. The new reseller has to sign a data processor agreement before receiving your information.

As this information concerns our customer list, it is kept indefinitely to maintain relations with our customers with regards to support, licenses and other interactions necessary for our day to day operations. This information is not shared with 3rd parties by Zeus Soft.

Our payment processors

When you purchase a Zeus Soft product, the payment processor (Ingenico or PayPal) will collect your name, e-mail address, IP address and credit card details (depending on the chosen payment method). This is required to ensure a safe handling of your payment.

Please visit the links below for more information on their policies:

- PayPal [privacy policy](#)
- Ingenico/Worldline [personal data policy](#)
- Ingenico/Worldline [data retention](#)

The information with regards to your payment is kept as long as is deemed appropriate for handling your payment and maintaining an audit trail for disputes and legal matters.

Website visits

On some of our websites, we use Analytics software to track visits. All IP's are anonymized and are not personally identifiable. The gathered information is used solely to further improve your website experience.

Your rights

Right to be informed

You have the right to be informed about the collection and use of your personal data. This privacy policy aims to provide this information.

Right of access

What is the right of access?

The right of access, gives you the right to obtain a copy of your personal data as well as other supplementary information. It helps you to understand how and why Zeus Soft is using your data, and check Zeus Soft is doing it lawfully.

You have the right to obtain the following from Zeus Soft:

- confirmation that Zeus Soft is processing your personal data
- a copy of your personal data
- other supplementary information (this largely corresponds to the information that Zeus Soft provides in this privacy notice).

Right to rectification

- You have the right to have inaccurate personal data rectified, or completed if it is incomplete

Right to erasure

- You have a right to have personal data erased

Right to restrict processing

- You have the right to restrict the processing of their personal data in certain circumstances

Time to respond

- Zeus Soft has one month to respond to your request

Changes to this privacy policy

- Please review this page periodically to be informed about changes to the privacy policy.
- Last updated: 26 april 2023