



Gro Software Privacy Statement

Last Updated: Jan 1, 2018

Gro Software has created this privacy statement ("Statement") in order to demonstrate our commitment to customer privacy. Privacy at Gro Software web site (the "Site") is of great importance to us. Because we gather important information from our visitors and customers, we have established this Statement as a means to communicate our information gathering and dissemination practices. We reserve the right to change this Statement and will provide notification of the change at least thirty (30) business days prior to the change taking effect. To be effective, the change must first also be approved by TRUSTe, and will include directions on how users may respond to the change.

Collected Information

We require customers who register to use the services offered through Gro CRM (collectively, the "Service") to give us contact information, such as their name, company name, address, phone number, and e-mail address, and financial qualification and billing information, such as billing name and address, credit card number, and the number of users within the organization that will be using the Service. At the time you express interest in attaining additional information, or when you register for the Service, we may also ask for additional personal information, such as title, department name, fax number, or additional company information, such as number of employees, or industry. Customers can opt out of providing this additional information by not entering it when asked. Customers can update or remove their personal information at any time by logging into the Website and editing their Personal Information within Setup. Customers can view their updated profile to confirm their edits have been made.

Gro Software uses the information that we collect to set up the Service for individuals and their organizations. We may also use the information to contact customers to further discuss customer interest in our company, the Service that we provide, and to send information regarding our company or partners, such as promotions and events. Customers are invited to receive an email newsletter by providing an email address. Customer email addresses and any personal customer information will not be distributed or shared with third parties. Customers can opt out of being contacted by us, or receiving such information from us, at any time by sending an email to support@grocrm.com. Separately, customers are also asked to provide an email address when registering for the Service, in order to receive a username and password. We may also email information regarding updates to the Service or company, and will send a Customer Newsletter. Again, email will not be distributed or shared and customers can opt out of receiving any communication by emailing support@grocrm.com at the time it is distributed, or at the time any customer registers for the Service.

Except as we explicitly state at the time we request information, or as provided for in the Gro Software Subscription Agreement, we do not disclose to third parties the information provided. All financial and billing information that we collect through the Site is used solely to check the qualifications of prospective customers and to bill for the Service. This billing information is not used by Gro Software for marketing or promotional purposes. Gro Software uses a third-party intermediary to manage the credit card processing. This intermediary is solely a link in the distribution chain, and is not permitted to store, retain, or use the information provided, except for the sole purpose of credit card processing. Other third parties, such as content providers, may provide content on the web Site but they are not permitted to collect any information nor does Gro Software share user information with these parties.

Customers of the Service will be using the Site to host data and information ("Data"). Gro Software will not review, share, distribute, print, or reference any such Data except as provided in the Gro Software Subscription Agreement, or as may be required by law. Individual records may at times be viewed or accessed only for the purpose of resolving a problem, support issue, or suspected violation of the Subscription Agreement, or as may be required by law. Of course, customers are responsible for maintaining the confidentiality and security of their user registration and password.

Gro Software may also collect certain information from visitors to and customers of the Site, such as Internet addresses. This information is logged to help diagnose technical problems, and to administer our Site in order to constantly improve the quality of the Service. We may also track and analyze non-identifying and aggregate usage and volume statistical information from our visitors and customers and provide such information to third parties.

Cookies

When you interact with the Gro CRM application we strive to make that experience easy and meaningful. When you use our service we send a cookie to your computer or iOS device.

Standing alone, cookies do not identify you personally. They merely recognize your app. Unless you choose to identify yourself to Gro Software, either by responding to a promotional offer, opening an account, or registering for a 30-day Test Drive, you remain anonymous to Gro Software. Cookies come in two types: session and persistent-based. Session cookies exist only during an online session. They disappear from your computer or iOS device when you close your app software or turn off your computer or device. Persistent cookies remain on your computer after you've closed your app or turned off your computer. They include such information as a unique identifier for your app.

Gro Software uses session cookies containing encrypted information to allow the system to uniquely identify you while you are logged in. This information allows Gro Software to process your online transactions and requests. Session cookies help us make sure you are who you say you are after you've logged in and are required in order to use the Gro Software application. Gro Software uses persistent cookies, that only Gro Software can read and use, to identify the fact that you are a Gro Software customer or prior Gro Software Website visitor (whatever the case may be). We are especially careful about the security and confidentiality of the information stored in persistent cookies. For example, we do not store account numbers or passwords in persistent cookies. Users who disable their Web apps' ability to accept cookies will be able to browse our Website but will not be able to successfully use our Service.

Third Party Cookies: We may from time to time engage third parties to track and analyze non-personally identifiable usage and volume statistical information from visitors to our website to help us administer our website and improve its quality. Such third parties may use cookies to help track visitor behavior. Such cookies will not be used to associate individual website visitors to any personally identifiable information. All data collected by such third parties on behalf of Gro Software is used only to provide us with information on site usage and is not shared with any other third parties.

Correcting and Updating Your Information

If customers need to update or change registration information they may do so by editing the user or organization record. To update a User Profile, log into your Gro CRM App. To discontinue the Service, email support@grocrm.com.

Additional Information

Questions regarding this Statement or the practices of this Site/Service should be directed to Gro Software's Support Team by e-mailing such questions to support@grocrm.com or by regular mail addressed to Gro Software LLC, 101 California St, Suite 2710, San Francisco, CA 94111.

For More Information

Contact your account executive to learn how the Gro CRM small business platform can help grow your business

Corporate Headquarters

101 California St
Suite 2710
San Francisco CA 94111
United States
1-628-333-9160
<https://www.grocrm.com>

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