

Clauo.com Privacy Policy

Last Updated: 22/11/2024

At Clauo.com (“the Platform,” “we,” “our,” or “us”), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and share your personal data when you use our platform. By accessing or using Clauo.com, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We collect information that you provide to us directly, as well as information automatically collected through your use of the Platform.

1.1 Personal Information You Provide When you register for an account, use our services, or interact with other users, you may provide us with:

- **Account Information:** Your name, email address, username, password, and other registration details.
- **Profile Information:** Information about your strengths, skills, and gaps that you choose to share (e.g., areas of expertise like coding, marketing, etc.).
- **Communication Information:** Messages you send to us or to other users through the Platform, including any feedback, support inquiries, or collaboration requests.
- **Payment Information:** If applicable, payment details for any premium services, subscriptions, or transactions made through third-party payment processors.

1.2 Automatically Collected Information When you visit or use the Platform, we automatically collect certain information, including:

- **Device and Usage Data:** Information about the device you're using to access the Platform (e.g., IP address, browser type, operating system, and device identifiers).
- **Activity Data:** Information about your interactions with the Platform, such as the pages you visit, features you use, and the frequency and duration of your activity.

2. How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide and Improve Services:** To personalize and enhance your experience on Clauo.com, match users with complementary skills, and ensure the Platform runs efficiently.
- **To Communicate with You:** To respond to your inquiries, provide customer support, and notify you of updates, changes to the Platform, or important announcements.
- **To Process Payments:** To facilitate transactions and process payments for any premium services or features you may use.
- **To Ensure Security and Compliance:** To monitor the integrity and security of the Platform and ensure compliance with our Terms of Service and Privacy Policy.

- **For Marketing and Analytics:** To analyze usage patterns, improve our services, and send marketing communications that we believe may be of interest to you (with your consent where required).

3. Sharing Your Information

We may share your information in the following circumstances:

- **With Other Users:** Information you provide in your profile (e.g., your skills, expertise, and gaps) may be visible to other users of the Platform to facilitate collaboration.
- **With Service Providers:** We may share your data with trusted third-party service providers who assist us in operating the Platform, processing payments, or analyzing Platform usage (e.g., hosting services, payment processors).
- **For Legal Compliance:** We may disclose your information if required by law or if we believe such action is necessary to comply with legal obligations, protect our rights, investigate fraud, or enforce our Terms of Service.
- **In the Event of a Business Transfer:** If Clauo.com undergoes a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction. We will notify you of any such transfer.

4. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law, whichever is longer. If you wish to delete your account, you can do so by contacting us or following the instructions on the Platform. Upon deletion of your account, we will retain certain information as required by law or for legitimate business purposes, such as to resolve disputes or enforce agreements.

5. Your Data Protection Rights

Depending on your location, you may have the following rights regarding your personal information:

- **Access:** You can request a copy of the personal data we hold about you.
- **Correction:** You can request that we correct any inaccurate or incomplete data.
- **Deletion:** You can request that we delete your personal information, subject to certain exceptions.
- **Objection:** You can object to the processing of your personal data, including for marketing purposes.
- **Restriction:** You can request that we restrict the processing of your data in certain circumstances.
- **Portability:** You can request that we transfer your data to another service provider in a structured, commonly used, and machine-readable format.

To exercise any of these rights, please contact us using the contact details provided below.

6. Security of Your Information

We take reasonable measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of data transmission over the internet or electronic storage is 100% secure. While we strive to protect your personal data, we cannot guarantee its absolute security.

7. Cookies and Tracking Technologies

Clauo.com uses cookies and other tracking technologies to enhance user experience, analyze site usage, and offer personalized content. These technologies help us:

- Remember your login information.
- Understand how users interact with the Platform to improve functionality.
- Track website usage and preferences.

You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect your ability to use certain features of the Platform.

8. Third-Party Links

The Platform may contain links to third-party websites or services that are not operated by us. We are not responsible for the privacy practices or content of these third-party sites. We encourage you to review the privacy policies of any external sites before sharing your personal information.

9. Children's Privacy

Clauo.com is not intended for individuals under the age of 13. We do not knowingly collect personal data from children under 13. If we learn that we have collected personal data from a child under the age of 13, we will take steps to delete such data as soon as possible.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of significant changes by posting the updated policy on the Platform, and the "Last Updated" date will be revised accordingly. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

11. Contact Information

If you have any questions or concerns about this Privacy Policy, or if you wish to exercise your data protection rights, please contact us at:

Clauo.com Support

Email: privacy@clauo.com

Phone: +250 781 604 051

Website: www.clauo.com