



General Data Protection Regulation (GDPR)

Introduction:

Escala 24x7 respects your privacy and is committed to protecting your personal data. This Privacy Policy informs you about how we collect, use, and disclose your personal data when you use our services, and it explains your privacy rights and how you can exercise them.

Collection of personal data:

We obtain the personal data we process directly from you when you register for our services or interact with us through our website, social media, or email. We may also obtain information from third-party sources such as marketing service providers, social media platforms, affiliated companies, or publicly available sources.

We collect your personal data solely for the following purposes:

- Processing your request for services or products
- Communications and contact with you
- Billing and payment
- Compliance with our legal obligations

We may collect the following types of personal data:

- Name, address, phone number, and email address
- Information about your company and your position
- Information about your transactions with us
- Information about your use of our website

We use cookies and similar technologies to gather information about your activity on our website. You can choose not to accept cookies at any time by modifying your browser settings.

Protection of Your Personal Data:

We take appropriate technical and organizational security measures to protect your personal data against loss, unauthorized access, and disclosure. These measures include:

- **Restricted Access:** We limit access to personal data to individuals who need it to perform their job duties.
- **Data Encryption:** We encrypt personal data to protect it during storage and transmission.
- **Security Monitoring:** We monitor company systems and networks to detect and respond to any suspicious activity or attempted security breaches.
- **Strong Passwords:** We enforce strong password policies, including length and complexity requirements, and ensure employees change their passwords regularly.
- **Staff Training:** We provide training to staff about company security policies and procedures, including the importance of safeguarding personal data.
- **Risk Assessment:** We conduct periodic risk assessments to identify vulnerabilities and weaknesses in company systems and processes and take actions to remedy them.

**Disclosure of Personal Data:**

We may share your personal data with third parties for the following purposes:

- Processing your request for services or products
- Processing payments
- Compliance with our legal obligations
- We do not share your personal data with third parties for advertising purposes.

User Rights:

You can exercise the following privacy rights regarding your personal data:

- Right to Information: You can request information about your personal data, including where it is collected from, in a concise and/or comprehensive manner.
- Right of Access: You can request a copy of the personal data we hold about you.
- Right of Rectification: You can request the correction of any inaccurate or incomplete personal information we have about you.
- Right of Restriction: You can request the suspension or retention of your personal data under scenarios established by law.
- Right of Erasure: You can request us to delete your personal data.
- Right of Objection: You can object to the processing of your personal data in certain circumstances.
- Right to Data Portability: You can request a copy of your personal data in a structured, machine-readable format.
- Right to Object to Automated Decision-Making: You can object to the processing of personal data by automated means.

Contact:

If you have questions about this Policy, please contact us using the following contact information:

Escala 24x7 Inc

Address: 20900 NE 30th Ave. Suite 607 Aventura, FL 33180

Email: info@escala24x7.com

Phone: (754) 816-2390

Changes to this Policy:

We reserve the right to modify this Policy at any time. If we make significant changes, we will notify you through a prominent notice on our website or via email.

Conclusion:

Thank you for reading our Privacy Policy. We hope to have provided you with clear and transparent information about how we treat your personal data. If you have any questions or concerns, please don't hesitate to get in touch with us.