

Privacy Policy

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NJBSoft, LLC (“us”, “we”, or “our”) operates the www.njbsoft.com website and the SAMSWater mobile application. This Privacy Policy applies www.njbsoft.com and our various websites, APIs, email notifications, documentation, software, products, licenses or applications, including in our SaaS Agreement (collectively, the “Service”).

This page informs you of our policies regarding the collection, use and disclosure of Personal Information when you use our Service. If you engage in Services offered by us, then you may be subject to other terms and conditions and disclosures relevant to the Services that are not included in this Privacy Policy.

We will not use or share your information with anyone except as described in this Privacy Policy.

We use your Personal Information for providing and improving the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms of Service.

BY ACCESSING OR BROWSING THIS WEBSITE, OR REGISTERING OR USING THE SERVICES, YOU CONSENT TO THE COLLECTION AND USE OF YOUR INFORMATION AS DESCRIBED IN THIS PRIVACY POLICY, AND AS MODIFIED FROM TIME TO TIME BY US.

We reserve the right, at any time and without notice to you, to add to, change, update, or modify this Privacy Policy. If we decide to change our Privacy Policy, we will post a new notice on our website and change the date at the top of the Privacy Policy. Any change, update or modification will be effective immediately upon posting on our website and will apply to any personal information provided to us on and after that date. Your continued use of this Services after we make changes is deemed acceptance of those changes, so please check the Privacy Policy periodically for updates.

If we make a material change to our Privacy Policy that affects how we collect or use your personal information, we will notify you the next time that you access your account via the Services by a pop-up notice that will require you to confirm your acceptance of the material change(s) to this Privacy Notice. If you have any questions about this Privacy Notice or our use of your information, you can email us at info@njbsoft.com.

Information Collection and Use

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to, your email address, name, phone number, postal address (“Personal Information”).

We collect this information for the purpose of providing the Service, identifying and communicating with you, responding to your requests/inquiries, servicing your purchase orders, and improving our services.

In general, you can browse the Site and “opt-out” from providing us with any Personal Information. Once you agree to provide us with Personal Information, you are no longer anonymous to us. If you choose to use and/or purchase the Service we may require you to provide contact and identity information, billing information, and other Personal Information as indicated on the forms throughout the Service. You always have the option not to provide information by choosing not to use or purchase our Service.

We may use Personal Information, non-personal and aggregate information to evaluate and improve our products and services, and for our own internal statistical, design, research, operational purposes, for example to estimate our audience size, measure aggregate traffic patterns, and understand demographic, customer interest, purchasing and other trends among our visitors and customers. We also use Personal Information, non-personal and aggregate information to improve security, and measure and analyze the performance of our Service.

Log Data

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device (“Log Data”).

This Log Data may include information such as your computer’s Internet Protocol (“IP”) address, browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages and other statistics.

When you access the Service by or through a mobile device, this Log Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use and other statistics.

Please see the section regarding Location Information below regarding the use of your location information and your options.

Location Information

We may use and store information about your location depending on the permissions you have set on your device. We use this information to provide features of our Service, to improve and customize our Service. You can enable or disable location services when you use our Service at anytime, through your mobile device settings.

Cookies

Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and transferred to your device. We use cookies to collect information in order to improve our services for you.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. The Help feature on most browsers provide information on how to accept cookies, disable cookies or to notify you when receiving a new cookie.

If you do not accept cookies, you may not be able to use some features of our Service and we recommend that you leave them turned on.

Do Not Track Disclosure

We do not support Do Not Track (“DNT”). Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked.

You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

Service Providers

We may employ third party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related services and/or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Information only to perform specific tasks on our behalf and are obligated not to disclose or use your information for any other purpose.

Compliance with Legal Process

We will disclose your Personal Information where required to do so by law or subpoena or if we believe that such action is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of our Service.

Enforcement of Agreements.

We may disclose your Personal Information to enforce or apply our Terms of Service, policies, or agreements (including to initiate, render, bill, or collect amounts owed to us). This also includes disclosing Personal Information to protect and defend us or our user's rights or property, the Service, our employees, visitors, or the public (including protecting and defending from fraudulent, abusive, or unlawful use of, the Service).

Business Transaction

If NJBSoft, LLC is involved in a merger, acquisition or asset sale, your Personal Information may be transferred as a business asset. In such cases, we will provide notice before your Personal Information is transferred and/or becomes subject to a different Privacy Policy.

International Transfer

Your information, including Personal Information, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside United States and choose to provide information to us, please note that we transfer the information, including Personal Information, to United States and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

In some instances, including when you are an Authorized User under a SaaS Agreement, we act as a processor or service provider for a controller entity providing data and information. In those situations, where required by applicable law, we can only transfer personal data to third countries or international organizations where the controller entity has authorized us to do so in accordance with applicable law.

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Management of your Data.

You may review and request changes to your Personal Information by sending an email with a detailed description of the specific content or information to info@njbsoft.com. Please be aware that such a request does not ensure complete or comprehensive removal of the content or information you have posted and that there may be circumstances in which the law does not require or allow removal even if requested.

Please be aware that we cannot always delete records of past interactions and transactions. For example, we are required to retain records relating to previous sales and purchases for financial reporting and compliance reasons.

Security

The security of your Personal Information is important to us, and we strive to implement and maintain reasonable, commercially acceptable security procedures and practices appropriate to the nature of the information we store, in order to protect it from unauthorized access, destruction, use, modification, or disclosure.

However, please be aware that no method of transmission over the internet, or method of electronic storage is 100% secure and we are unable to guarantee the absolute security of the Personal Information we have collected from you.

Additionally, the safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Service, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Children's Privacy

Only persons age 18 or older have permission to access our Service. Our Service does not address anyone under the age of 13 ("Children").

We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you learn that your Children have provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from a child under age 13 without verification of parental consent, we take steps to remove that information from our servers.

Compliance with Law and Notice of Data Subject Rights

Depending on where you live, you may have additional rights as a data subject. Please know that we strive to comply with applicable law, including data protections laws. We periodically audit information to identify and assess what personal information we hold, where it comes from, how and why it is processed and if and to whom it is disclosed. We monitor and update data protection policies and procedures to meet the requirements and standards of applicable law. We do not currently sell, and in the past twelve months have not sold, any Personal Information.

As set forth above, we collect the following categories of information: identifiers (such as your name and email address), Personal Information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)) (such as your name and contact information), internet or other similar network activity, geolocation data, and inferences drawn from the collected Personal Information. This information is collected directly from you when you provide it to us (for example when you submit information to be considered for employment with us) or automatically as you navigate through the website or use our Service. We use this information for one or more legitimate business purposes, including to improve our Service and offer information about our Service to you.

When you contact us regarding any of your rights, we will verify your identity before we provide any information. If you have any questions or comments about your rights please contact us at info@njbsoft.com.

GDPR and European Economic Area (EEA) Residents

Residents of the EEA have the following rights under the GDPR:

- Right of access: You can access your collected personal information by contacting us at info@njbsoft.com.
- Right to correct, update, or delete: You can correct, update, or request deletion of your personal information by contacting us at info@njbsoft.com.
- Right to restriction of processing: You can ask us to restrict processing your personal information by contacting us at info@njbsoft.com.

- Right to object to processing: You may object to the processing of your personal information by us at any time by contacting us at info@njbsoft.com. This right does not exist if we have already processed your personal information.
- Right to data portability: You can ask to take your personal information that you provided to us, in a structured format, from us by contacting us at info@njbsoft.com.
- Right to withdraw consent: You have the right to withdraw your consent to our processing of your information by contacting us at info@njbsoft.com. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.
- Right to file a complaint with the local supervisory authority: You have a right to raise questions or complaints with your local data protection authority at any time.

California

We may provide your Personal Information to third parties for direct marketing purposes as defined in California Civil Code Section § 1798.83. Please contact us at info@njbsoft.com for any questions regarding your Personal Information or to receive information regarding the use of your Personal Information for direct marketing purposes.

If you are a resident of California, you have other rights under the California Consumer Privacy Act (CCPA):

- Right of Access: You can access your collected personal information by contacting us at info@njbsoft.com.
- Right to correct, update, or delete: You can correct, update or request deletion of your personal information by contacting us at info@njbsoft.com. We can't make changes to or delete your information in some situations where it is necessary for us to maintain your information, for example if we need the information to comply with applicable law.
- Right to Request Disclosure of Information Collected: Please contact us at info@njbsoft.com to request further information about the categories of personal information we have collected about you, where we collected your personal information, and for what purpose we use your personal information.
- Right to Disclosure of Information Sold and Right to Opt-Out: You have the right to know what information of yours we have sold, and you have the right to opt-out of any sale of your information. We do not sell any of your information. If you have any questions about these rights, please contact us at info@njbsoft.com.
- Right to Non-Discrimination: We do not and will not discriminate against you if you exercise your rights under the CCPA.

When you contact us regarding any of your rights under the CCPA, we will verify your identity before we provide any information. If you have any questions or comments about your rights under the CCPA, please contact us at info@njbsoft.com.

Other U.S. States

Colorado, Virginia and Utah each provide their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Data portability.
- Opt-out of personal data processing for targeted advertising and sales.

Colorado and Virginia also provide their state residents with rights to:

- Correct inaccuracies in their personal information, taking into account the information's nature processing purpose.
- Opt-out of profiling in furtherance of decisions that produce legal or similarly significant effects.

To exercise any of these rights please email us at info@njbsoft.com. To appeal a decision regarding a consumer rights request please email us at info@njbsoft.com.

Contact Us

If you have any questions about this Privacy Policy, please contact us at info@njbsoft.com.