

Privacy policy

Effective Date: 28 Mar 2018

1. What personal information we collect

Resove collects your personal information when you voluntarily provide it to us. If you choose to register for an account, we ask you to provide limited personal information, such as your name, address, telephone number and/or email address. We also collect information that will allow you to establish a username and password if you would like to do that. For Publisher accounts we may also ask for the details necessary to make a payment to you, depending on your preferred method.

2. How to review and change your personal information

If you register for a Resove account, you may review and change your personal information by logging in to Resove, then clicking on “Account”.

3. How we use your personal information

Internal uses

We may use your personal information within Resove: (1) to provide you with the services and products you request or that have been ordered and/or requested by an agency acting on your behalf; (2) to answer questions about our services; billing, payment methods or use of our website; (3) to process or collect payments for our services, (4) to conduct customer surveys; and (5) to contact you about the products and services that we offer.

Disclosure of personal information to third parties

We will not disclose any personal information to any third party (excluding our contractors to whom we may provide such information for the limited purpose of providing services to us and who are obligated to keep the information confidential), unless (1) you have authorized us to do so; (2) we are legally required to do so, for example, in response to a subpoena, court order or other legal process and/or, (3) it is necessary to protect our property rights related to this website.

4. Cookie policy

Resove uses only a single technical cookie while you are logged in our services. This cookie will be destroyed when you log out.

No other cookies, from Resove or any third-party, will ever be used while browsing our website.

5. How we protect information

We exercise great care to protect your personal information. This includes, among other things, using industry standard techniques such as firewalls, encryption, and intrusion detection. As a result, while we strive to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us or receive from us. This is especially true for information you transmit to us via email since we have no way of protecting that information until it reaches us since email does not have the security features that are built into our websites.

We review our security arrangements from time to time as we deem appropriate.

6. How can you help protect your information?

If you are registered, we recommend that you do not divulge your password to anyone. We will never ask you for your password in an unsolicited phone call or in an unsolicited email. Also remember to sign out of the Resove website and close your browser window when you have finished your work. This is to ensure that others cannot access your personal information and correspondence if others have access to your computer.

7. Changes to this policy

From time to time, we may change this privacy statement. For example, as we update and improve our services, new features may require modifications to the privacy statement. Accordingly, please check back periodically.

8. Contact us

If you have any questions about this policy, please feel free to contact us at info@resove.com