PROTECTING YOUR PRIVACY

Provision-ISR device/app privacy statement:

In this Privacy Notice, we refer to Provision-ISR Ltd. and its subsidiaries and associated companies as "we" or "us" or "our," and we refer to you as "you" or "your."

Provision-ISR complies with the relevant data privacy and protection laws. This means we must ensure that when processing personal information for any purpose, it is:

- Used lawfully and transparently.
- Collected only for relevant purposes that have been thoroughly explained and not used for any reason beyond the stated ones.
- Accurate and kept up-to-date.
- Kept only for the necessary duration for the purposes we have informed you about.
- Secured Properly.

1. How we collect information and for what purpose

This Privacy Statement is to inform you of our procedures and policies regarding the collection, use, and disclosure of information we receive when you perform any of the following ("Relevant Services"):

- Downloading, installing, or using any of Provision-ISR's mobile applications.
- Using a Provision-ISR web application to monitor security devices and other automated functions locally or remotely.

You may need to provide your personal information when using our services. You do not have to give us your personal information. However, in some cases, if you choose not to do so, we will not be able to provide you with relevant services, nor will we respond to or solve the problems you encounter.

We will only collect and use your personal information for the purposes stated in this statement.

1.1. The Personal Information We Collect

When using our Relevant Services, we ask you to provide us with certain personal information ("Personal Information"), which includes the following:

When using our P2P services

A. General information: your security device's IP/Serial number, its status (Online/Offline)
B. We will register your local IP address, OS maker, version, and browser information when connecting via a web browser.
C. If you have opened an account using Provision Cam2 app, your account login details (Username/E-mail/phone number) and account password will be stored.
D. If Cloud Upgrade is enabled on your device, your device model and current FW version will be kept as well.
E. When binding a device to your account, or backing up your current device list to your account, your device list will be encrypted and stored on our servers.
F. We will register your mobile phone brand, OS information, and current IP when you connect via mobile phone.
G. Your login credentials will be processed through the servers but will not be kept in any form or manner.
H. In some cases (About 1/15 of all connections), the video will be streamed through our servers but will not be saved in any form or manner.

When using our DDNS services:

A. Your IP address will be saved in our servers.

When using direct IP Connection:

A. No information will be sent or processed through any of our servers or services.

When using Push Notifications:

A. Your device IP will be saved.
B. A unique mobile phone identifier will be designated to the phone registered to the services.
C. Push notification events will be processed through the server.

We do not knowingly collect personal information from children under the age of 18.

1.2. Third parties receiving information and international transfers:

Our Relevant Services offer a large variety of capabilities. Some of these services rely on third parties with whom we must share some user information to provide and maintain these services to our users. We do not sell or rent your information to any third-party company. The third parties include service providers and system administrators.

If needed, transferring data outside your operation region to any third-party service provider is done only to countries with adequate data protection, as defined by relevant regulations.

To perform day-to-day operations, maintenance, and service to the Relevant Services, it may be accessed internationally by administrators or us on our behalf.

We hold the right to disclose any information obtained by us if required by law or any governmental authority.

All the information passed through third-party services is not stored in its local storage.

1.3. Retention Period

We will retain your personal information for as long as you use the Relevant Service and for a period afterward, as dictated by a reasonable backup policy and any relevant regulations.

1.4. Security

Keeping your information safe is our main concern and priority. We implement various security measures and administrative regulations designed to protect your information from disclosure and unauthorized access. The collected data is protected in compliance with ISO 27001 information security standards, using state of the art technical security measures, such as:

- Authentication and encryption algorithms
- Threat and vulnerability tests
- Site security

With all that said, we still cannot guarantee that your personal information will always remain private and secure. Still, we are obliged to notify you of any security breach resulting in a high chance of confidential data being exposed against this statement. private and secure, but we are obliged to notify you of any security breach resulting in high chance of private data being exposed against this statement.

1.5. GDPR

Our P2P and private information usage is compliant with the GDPR regulations.
Our servers are located in the EU and other countries authorized by the GDPR.

1.6. Data removal and deletion

Disabling any of the services above, will delete the device records from our servers with compliance to the retention period (Section 1.3).
Provision Cam2 allows a complete deletion of user accounts from the app interface. Deleting your account will delete all of the information and device list backups with compliance to the retention period (Section 1.3).

2. Cookie Usage:

A cookie is a plaintext file stored on a computer or mobile device by a network server. The contents of a cookie can only be retrieved or read by the server that creates it. Each cookie is unique to your web browser or mobile application. Cookies usually contain identifiers, site names, and some numbers and characters.
We sometimes store cookies on computers or mobile devices. Cookies are enabled to improve user experience, including:

1. Login and authentication. When you log in to a website using your account, you can jump directly from one page of the website to another without having to log in again on each page with the help of a cookie.

2. Storage of your preferences and settings. Websites can save settings such as the language of a computer or mobile device, font size, shopping cart, and other browsing preferences through a cookie.

We will not use cookies for any purpose other than that declared in this statement. You can delete or manage cookies according to your preferences. For details, see AboutCookies.org. You can clear all cookies stored on your computer. Most web browsers can block cookies.

3. Contact Us

If you have any concerns or questions about this Privacy Notice or would like to complain, please get in touch with us at info@provisionisr.com.