Privacy Policy

Gardeen, LLC partnering with PacSana values your privacy. This Privacy Policy explains what information we collect about you and why, what we may do with that information, and how we handle it. It applies to the iOS and Android PacSana apps and the PacSana web service (jointly and severally the Service). By using the Service, you agree to this Privacy Policy.

Information covered by this policy

This Privacy Policy applies to Personal Information. "Personal Information" is personally identifiable information that can be used to contact you or determine your identity. When other information is linked to this personally identifiable information, it may also become Personal Information.

Depending on the privacy laws where you live, Personal Information may include your name, personal email address, phone number, billing information and/or shipping address.

This Privacy Policy applies to Personal Information that you provide to us, or Personal Information provided to us on your behalf by a third party, such as a carer.

We want to be clear: unless a third party or we tell you otherwise, we won't ask a third party to hand over your Personal Information in order for us to provide you with the Service. This Privacy Policy does not apply to the practices of those third parties with respect to how they themselves collect or use Personal Information in the course of their own business.

This privacy policy applies only to our online activities and is valid for visitors to our website and apps regarding information shared and/or collected there. This policy does not apply to any information collected offline or via channels other than this website or app.

What information do you collect about me?

If you choose to create an account in our app, we store:

• Your name, if included for registration;
• Your email address if used for registration;
• Your mobile phone number if used for registration;
• Your password;
• Your movement history within the home;
• Your date of registration;
• Your subscription history;

If you turn on push notifications in the app, we store the push token Apple provides us in order to deliver those push notifications to your device.

If you choose to purchase a subscription, then, in addition to the information associated with your account, we store:

• A transaction id for your purchase (if purchased from our website)
• A purchase token (if purchased from the Google Play Store)
• A purchase receipt (if purchased from the iTunes Store)

Should you choose to generate a support request from within the Service, we may generate an attachment containing additional app usage information to assist in addressing your support request.

How we use and disclose Anonymous Information

"Anonymous Information" is any information other than Personal Information, including aggregated information that we derive from Personal Information. We make sure that Anonymous Information does not include any Personal Information.

PacSana may use Anonymous Information:

• To improve the experience when using the Service.
• To deliver the Service;
• To monitor traffic and general usage patterns;
• To advise potential investors so that they may better understand the PacSana user base; and
• To improve Service personalization;

Why do you collect Personal Information about me?
• To provide the Service to you;
• To personalize the Service, improving the accuracy of our assessment of your wellbeing;
• To provide effective support to you during your use of the Service;
• To secure your account against unauthorized access;

Will you send me emails?
If you have registered, we may, from time to time, contact you with information that we deem important to you as a registered user. Additional promotion emails all include an opt-out from any further promotions.

Will you share my Personal Information?
Your Personal Information is shared with your care agency and family in order to provide the Service.

Beyond that, we will only disclose your Personal Information if we have your consent to do so, we are compelled to do so by law, or we do so in connection with the sale or reorganization of the Service.

How is my data stored?
The data collected pursuant to this Privacy Policy will be securely stored on our servers. We use a variety of technologies to encrypt and secure your information to prevent access by unauthorized parties.

Can I delete my Personal Information? Yes.
You can delete your sync account by contacting us via support@pacsana.com. After complying with your request, all your data will be deleted, and you will no longer be able to sign into your account. Any support requests will be retained for our records.

Can I have a copy of my Personal Information? Yes.
You can request a copy of the data we have stored about you by contacting us via support@pacsana.com.

How long will you keep my data?
All data is retained within our systems only when there is a continued and valid reason to store or process the data.

Will This Privacy Policy Ever Change?
We may need to update this Policy to reflect changes in the Service, our business and applicable laws. We will, however, always maintain our commitment to respect your privacy.
We will post any revisions to this Policy here on this page. If there is a revision of material, we will try to provide at least 15 day's notice prior to any new privacy policy taking effect. What constitutes a material change will be determined at our sole discretion. Your continuation of use of the Service after any change means that you agree with and consent to be bound by, the new Privacy Policy.

Cookies
This website uses cookies. A cookie is a small amount of data that often includes an anonymous unique identifier that is sent to your browser from a website's computers and stored on your computer's hard drive. Each website can send its own cookies to your browser if your browser's preferences allow it. However, to protect your privacy, most browsers only permit a website to access the cookies that the same website has already sent to you, not the cookies sent to you by other sites.

PacSana sets and accesses our own cookies on your computer. We use them to identify you as a repeat visitor, to maintain session information for logged-in users, and to track usage trends and patterns. That helps us better understand and improve areas of the Website.

Changes:
• This Privacy Policy was last updated on: April 1, 2023
• Should we update, amend, or make any changes to our privacy policy, those changes will be posted here