

# RIADVICE Privacy Policy

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RIADVICE is dedicated to safeguarding the privacy of our customers and users. This Privacy Policy outlines our practices regarding the collection, use, and protection of personal information through our website, services, including hosting for BigBlueButton and other applications, and any interactions you may have with RIADVICE. By engaging with our services, you consent to the processing of your personal information as described in this policy.

## 1. Collection of Personal Information

RIADVICE collects personal information to provide and improve our services. Information we collect includes, but is not limited to:

- Contact details such as your name, email address, and phone number when you inquire about our services or sign up.
- Transactional information, including payment details, necessary for processing service orders.
- Usage data, such as session durations and interactions within hosted services like BigBlueButton, which may include audio, video, chat messages, and poll responses.
- Technical data from your device, including IP addresses, browser types, and operating system details, to enhance service functionality and security.

## 2. Use of Information

The information collected by RIADVICE is used to:

- Provide, operate, and maintain our services.
- Process transactions and send related information, including confirmations and invoices.
- Respond to inquiries, customer service requests, and support needs.
- Conduct research and analysis to improve our services and customer experiences.

## 3. Third-Party Service Providers

RIADVICE collaborates with third-party service providers to facilitate the provision of services. These providers include hosting services, payment processors, and software service partners. We share with them the minimum necessary personal information required to offer these services. Our agreements with these partners ensure they adhere to this Privacy Policy and employ adequate security measures to protect your information.

## 4. Cookies and Tracking Technologies

RIADVICE uses cookies and similar tracking technologies to monitor the activity on our services and hold certain information. These technologies are used to maintain user preferences, improve service functionality, and compile aggregate data about site traffic and interactions.

## 5. Accessing and Correcting Your Information

You can review and change your personal information by logging into our helpdesk and visiting your account profile page. RIADVICE takes reasonable steps to verify your identity before allowing access to your personal information or making corrections to ensure your privacy and security.

## 6. Changes to the Privacy Policy

RIADVICE reserves the right to update or change this Privacy Policy at any time. We will notify you of any significant changes by posting the new Privacy Policy on our site. Your continued use of our services after such modifications will constitute your acknowledgment of the modified Privacy Policy and agreement to abide and be bound by it.

## 7. Contact Us

For questions or concerns regarding this Privacy Policy, please contact us at [privacy@riadvice.tn](mailto:privacy@riadvice.tn).

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