Data Policy

This policy describes the information we process to support Hive, Nuc, iFlipChart and other products and features offered by SoftOffice Ltd.

I. What kinds of information do we collect?

SoftOffice products that require registration via a SoftOffice issued product licence key request basic identifying information entered by the registering user within the product. This information is optional. The information requested is Name, Organization Name, Address, Email.

In addition, to help protect against theft, licencing infringements and copyright violations the products will send information about the device on which it is being registered to the SoftOffice registration server. This information is collected and sent automatically and is mandatory. The device information is NIC Mac Address, CPU ID, Hard disk ID and IP address.

The registration details are saved in our registration database with the timestamp. The data is purely for SoftOffice internal use.

Each time our products are run, a message is sent to our registration server to cross check the licence key matches the device details. Each of these messages is saved together with the IP address and the date/time. This enables SoftOffice to check for licence infringements.
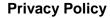
II. How do we use this information?

The registration information is used to validate the licence key and associate it to a physical device.

The information is stored in our secured database. The information is not publicly accessible.

SoftOffice uses the information for support enquiries to verify the customer is genuine and entitled to support. The information may be used internally for anonymized management reports.

III. How is this information shared?

We do not share the information with any third parties. In the unlikely event a legal body makes a request we will review each case on its own merit. In cases where we are forced by legal authorities under UK law to share data we would be bound to comply with such requests.

IV. How can I manage or delete information about me?

Users may request what information we have about them via the SoftOffice website contact form. We will endeavor to respond within 30 working days but will require proof of identity.

Request for deletion of speck details must also be made via the SoftOffice website contact form. We will endeavor to respond to such requests with 30 working days, and will require proof of identity.

In both cases, the request will be declined if the proof of identity does not satisfy us.

V. How to contact SoftOffice with questions

Any questions regarding this policy or anything other matter in relations to SoftOffice and its products should be asked using the SoftOffice website contact page. We will endeavor to respond within 30 working days.

Date of Last Revision: 25th March 2020