



Privacy Policy

August 2024

Introduction

SICSA is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your information when you use our App, available on both the Google Play Store and Apple App Store.

1. Information We Collect

Personal Information

- Name, email address, phone number, and other contact details.
- Payment information if you make purchases through the App.

Usage Data

- Information about how you use the App, such as features used and time spent in the App.

Device Information

- Information about your device, including IP address, device type, operating system, and unique device identifiers.

2. How We Use Your Information

We use the information we collect to:

- Provide, operate, and maintain the App.
- Improve, personalize, and expand the App.
- Understand and analyze how you use the App.
- Develop new products, services, features, and functionality.
- Process transactions and send you related information, including purchase confirmations and invoices.
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the App, and for marketing and promotional purposes.
- Send you push notifications.
- Prevent fraud and protect the security of the App.

3. Sharing Your Information

We do not sell, trade, or otherwise transfer your personal information to outside parties except in the following circumstances:

- With your consent.
- To trusted third parties who assist us in operating our App, conducting our business, or servicing you, provided those parties agree to keep this information confidential.
- To comply with legal obligations, enforce our policies, or protect our rights, property, or safety.

4. Data Security

We implement a variety of security measures to maintain the safety of your personal information. We use encryption and other security measures to protect your data.

5. Cookies and Similar Technologies

We use cookies and similar tracking technologies to track activity on our App and hold certain information. Cookies are files with a small amount of data that may include an anonymous unique identifier.

6. Your Rights

Depending on your location, you may have the following rights regarding your personal information:

- The right to access – You have the right to request copies of your personal information.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.
- The right to erasure – You have the right to request that we erase your personal information, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal information, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal information, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

To exercise these rights, please contact us at ariana.mendez@sicsa.cr

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy

