



Electro Industries/GaugeTech

1800 Shames Drive • Westbury, New York 11590

Privacy Policy

Effective August 25, 2022

Electro Industries/Gauge Tech (“EIG”, “We”, “Us”) is committed to protecting your privacy. This privacy policy describes how we collect and use the personal information you provide on our website and the ENERYPQA.COM® Cloud platform services (“Services”). It also describes the choices available to you regarding EIG’s use of your personal information and the steps you can take to access this information and to request that we correct, update or delete it.

Personal Information We Collect

We collect information about you directly from you and automatically through your use of our Services. We may combine information automatically collected with other information that we have collected about you including from publicly available sources.

To protect yourself and your information, we encourage you to provide only that information that is necessary for using our Services.

If you provide us personal information about others, or if others give us your information, we will only use that information for the specific reason for which it was provided to us.

EnergyPQA.Com® is not intended to be used by children under thirteen (13) years of age and we do not knowingly collect personal information from children under 13. If we discover that a child under 13 has provided us with personal information, we will promptly delete such personal information from our systems.

Information Entered by You

Contact information such as name, email, address, phone number. We collect basic contact information when you request an on-line demo or a free trial of our Service. This information is used to contact you for the purposes of setting up the demo or the free trial. We may also contact you subsequently with additional information. After you purchase a subscription to our Service you may enter more detailed personal information into the contacts database for your account in our system.

Billing Information such as credit card number, expiration date, billing address. When first using our website and/or Service, you may enter payment information, such as credit card numbers and billing addresses. All billing information is stored by our third-party payment processing service providers. We do not store any billing information directly.



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Information Collected Automatically

Like many websites, we and our service providers use cookies, web beacons and other technologies to receive and store certain types of information when you interact with us through your computer or mobile device subject to your opt-out preferences. Using these technologies helps us customize your experience with our Services, improve your experience, and tailor marketing messages. Here are some of the types of information we collect:

Log & Device data. When you use EnergyPQA.com® and/or our website at electroind.com, our servers automatically record information (“log data”), including information that your browser sends whenever you visit EnergyPQA.com®. This log data may include your web address you came from or are going to, your device model, operating system, browser type, unique device identifier, IP address, mobile network carrier, and time zone or location. We also maintain detailed logs of activity in the system, such as when someone logs in, when information in your account is changed, or when data is imported/exported to/from your account. These logs identify who performed the activity and when they did it. The log may also include the IP address of the user.

Cookie data. Depending on how you’re accessing our products and subject to your opt-out preferences, we may use “cookies” (a small text file sent by your computer each time you visit our website or EnergyPQA.com®, unique to your EnergyPQA.com® account or your browser) or similar technologies to record log data. When we use cookies, we may use “session” cookies (that last until you close your browser) or “persistent” cookies (that last until a specified date, or you or your browser deletes them). For example, we may use cookies to keep you logged in to the Service or our website. Some of the cookies we use are associated with your EnergyPQA.com® account (including personal information about you, such as the email address you gave us), and other cookies are not.

Other Web Site Analytics Services. We use third party service providers such as Google Analytics to provide certain analytics and user interactions services to EnergyPQA.com® in connection with our operation of our Services, including the collection and tracking of certain data and information regarding the characteristics and activities of visitors to EnergyPQA.com®. All information stored when performing web site analytics is anonymized, removing any personal information.

Information Used to Fulfill Our Contractual Obligations

We may use your personal information in the following ways to fulfill the contractual obligations specified in our service agreement:

Send notifications and messages to you during your use of the Services. For example, we may send you an email when your subscription to EnergyPQA.com® is about to expire.



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Product improvement. We will use information from you about your use of, or interest in, our features, products, services, or content. We do this to help make our products better and to develop new products.

Provide customer support. We will communicate with you to answer questions, provide training and resolve issues you have when using our service.

Administrative. We may contact you to inform you about changes in our services, our service offering and other important service related notices, such as changes to the Policy or about security or fraud notices.

Protecting Rights and Interests. We will use your information to protect our rights and interests as well as the rights and interests of our users and any other person, as well as to enforce this Policy.

Legal Compliance. We may use your information to comply with applicable legal or regulatory obligations, including informal requests from law enforcement or other governmental authorities.

Other. We also may use your information to manage our business or perform functions as otherwise described to you at the time of collection subject to your consent. Please read all online agreements carefully before accepting them.

Information Uses resulting from Legitimate Interest

We may use your personal information in the following ways based on our legitimate interest to respond to your requests:

Responding to your request for product information. We will contact you to provide information requested regarding our products and services.

Account creation. When you request a free trial or you sign-up for our service we will use your information to create your account on the Service.

Information Uses resulting from Consent

We may use your personal information in the following ways subject to your opt-out preferences:

Notify you of product updates or changes in service. We frequently add enhancements to our products and services. We may notify you of any new features or changes to the Service's functionality.

Marketing and promotional. We may send you newsletters, whitepapers, webinar invitations, or other marketing communications.



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Information Sharing

We do not sell, rent, trade, or otherwise share your personal information with anyone other than third party service providers, agents or contractors (“Service Providers”) acting on our behalf for limited purposes in performance of our agreement with you. In this case, these third parties are authorized to use your personal information only to perform the service they are providing for us, and do not have an independent right to share or use this information.

We reserve the right to disclose your personal information as required by law (e.g., to comply with a subpoena, warrant, court order, or legal process served on our Web site) and when we believe that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, and/or respond to a government request.

In the event EIG goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personally identifiable information will likely be among the assets transferred. You will be notified via email and/or a prominent notice on our Web site of any such change in ownership or control of your personal information, as well as any choices you may have regarding your personal information.

Choice/Opt-Out

You may opt-out of receiving our newsletter or marketing emails from us by following the unsubscribe instructions included in each communication or you can contact us at customerservice@electroind.com.

Correcting, Updating or Deleting Your Personal Information

You can review, update and delete your personal information by logging into your account in EnergyPQA.com and clicking on the “My Profile” link in the upper right of every page. You can also review, update and delete your information in your account and stored by our Service Providers by contacting us at customerservice@electroind.com. If you choose to delete your information, it will be retained in backups for a period of 30 days from the time you delete it. If you choose to delete information, it may affect our ability to deliver our services to you.

Links to Other Web Sites

Our website and Service includes links to other websites whose privacy practices may differ from those of EIG. If you submit personal information to any of those sites, your information is subject to their privacy statements. We encourage you to carefully read the privacy statement of any website you visit.



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Security

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

The security of your personal information is important to us. All information is encrypted using a secure connection (https). All documents stored on the Service are encrypted.

You should take steps to protect against unauthorized access to your device and account by, among other things, choosing a robust password that nobody else knows or can easily guess and keeping your log-in and password private. We are not responsible for any lost, stolen, or compromised passwords or for any activity on your account via unauthorized password activity.

If you have any questions about security, you can contact us at customerservice@electroind.com.

Your Rights

If you reside in the European Union, you have the right under the General Data Protection Regulation to request from EIG access to and rectification or erasure of your personal data, data portability, restriction of processing of your personal data, the right to object to processing of your personal data, and the right to lodge a complaint with a supervisory authority. If you reside outside of the European Union, you may have similar rights under your local laws. Please contact us at customerservice@electroind.com.

Notification of Privacy Policy Changes

We may update this policy from time to time as our information practices are modified or changed. If we make any material changes to this policy that affect your personal information, we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on the Service and/or our website prior to the change. We encourage you to periodically review this page for the latest information on our privacy practices.



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Contact Information

You can contact us by writing or email us at the address below.

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