

Zaack Terms of Service

By using Zaack Monitoring ("The Service") you are agreeing to be bound by the following terms and conditions ("Terms of Service"). Those terms are only available in English to avoid potential contradictions between translated versions.

Before going into details here is a summary of the most important points of the Terms of Service:

1. **Your data is your data** and we have no rights to it.
2. We are serious about security and keeping your data safe.
3. We are compliant with EU-GDPR.
4. A user is a person. Two different people are not allowed to connect with the same user account.
5. When you subscribe to the Service you agree to receive our product updates via our monthly newsletter which can easily be unsubscribed.
6. You can cancel your account at any time, and your data will be exported.

By accepting those terms of services you also accept our Data Processing Agreement which is essential for GDPR compliance.

Violation of any of the terms below will result in the termination of your account.

Account Terms

1. Access to The Service is done through a user account with a modern browser or phone. Only one person can use one user account, if you want several people to access the Service we will create individual user accounts for each. User accounts must be created with a valid email address. The admin of the account agrees that their email address is the only official way to communicate to them.
 2. You are responsible for maintaining your password policy and its privacy. Never ever give your password to anyone by any means. We will never ask you to give us your password by phone, e-mail or by any other means. The secured login form to access The Service is the only place where your password must be provided to authenticate yourself. The Service Provider cannot and will not be liable for any loss or damage from your failure to comply with this password security obligation.
 3. The subscription is unlimited in terms of leads. The Service Provider reserves the right to modify this limit.
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Cancellation and Termination

1. Your access to the datas is unlimited in terms of leads. Your account will be cancelled 30 days after the end of your contract. Once your account is canceled you will receive an email confirmation, please keep it as a proof of your cancelation.

2. All of your content will be deleted from the Service 90 days after effective cancellation. This information cannot be recovered once your account is deleted.
 3. The Service Provider, in its sole discretion, has the right to suspend or terminate your account at the end of any subscription with a 30-day notice and refuse any future use of the Service for any reason at any time. Such termination of the Service will result in the deactivation or your access to your account and later deletion of your account. If your account is closed this way you can ask for an export of your data up to 30 days after the closing of your account. The Service Provider reserves the right to refuse service to anyone for any reason at any time.
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Data Ownership, Confidentiality, Copyright and Security

1. Your data is your data; you are and remain the sole owner of it.
We have no right to use your data except to provide you a great customer support experience or compute usage statistics. All of The Service Provider employees that may have access to your data are bound by a written non-disclosure agreement. You grant The Service Provider the right to use your data in a statistical and anonymous way and mixed together with the data of other customers for communication purpose like blog post, or press releases
 2. Your access to your data is done through a secure (encrypted) SSL connection. Data is hosted in Europe on Google Cloud Platform (GCP). GCP complies with the Privacy Shield. We always run security patches when released. Connection to our servers by the technical team is always done through secured encrypted protocols and a 2-step authentication mechanism when using GCP. By using The Service, you understand and accept that The Service Provider uses third party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to run the Service.
 3. We backup data on a daily basis. Backups are intended to be used only in case of dramatic failure. A proposal will be submitted to you for acceptance before any action is taken.
 4. Zaack is copyright ©. All rights reserved. You may not duplicate, copy, or reuse any portion of the HTML/CSS or visual design elements without express written permission from The Service Provider. You're not entitled to reverse engineer the product.
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Privacy and customer references

1. When you register for the Service we add you and the users associated to our newsletter list in order to keep you informed about the product updates which you agree to. Every user can deactivate the newsletter from their personal email preferences (in progress) as well as directly from the newsletter. When you close your account you will be asked if you want to cancel the subscription to the newsletter (in progress). Newsletter is sent once a month.
2. You grant us the right to use your company name and logo as a commercial reference. If you have written a review of our product on another website or app, you allow us to use it in our communication as well as your name and picture if any. If you don't want us to use your company name or your review please let us know by contacting our support and give us up to 15 days to remove the content after confirmation that we have received your message

3. In conformity to the French Law and GDPR you can have access to your personal information and ask for their rectification.
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Modifications to the Service

1. The Service Provider reserves the right at any time and from time to time to modify The Service add new feature or remove definitively certain ones without previous notice. The Service Provider may also temporarily stop The Service (or any part of it) for technical reasons with or without notice. The Service Provider will do its best efforts to schedule maintenance with downtime in advance and at low activity time
 2. The Service Provider reserves the right to close definitively the service with a 90-day prior notice.
 3. The Service Provider shall not be liable to you or to any third party for any modification, price change, suspension or discontinuance of the Service under the terms of this Terms of Services
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General Conditions

1. Technical support is available via email and through the interface available in The Service. Support is available during weekdays from 8h GMT to 19h GMT.
2. You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service without the express written permission by The Service Provider.
3. You must not try to transmit any worms or viruses or any code of a destructive nature, nor try to compromise the Service.
4. Questions about the Terms of Service should be sent to our support at support@zaack.io
5. Only the "Tribunal de commerce de Paris" will be valid for any legal actions related to The Company or The Service
6. Zaack - is a French company based in Achères : 2, rue des Communes 78260 Achères and registered under the Siren number 829 142 314.
7. In conformity with GDPR, you have access and correction right regarding the data about you. If you want to use this right please contact our support : support@zaack.io

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