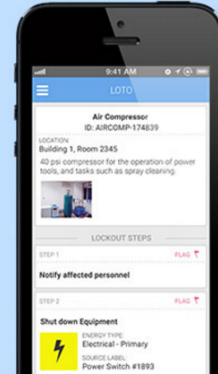# Smart SOP
Standard Operating Procedure Development and Management

Privacy Policy

Last Updated: January 2017

This privacy policy ("Privacy Policy") governs your use of the Smart SOP application ("Application") and any other products provided to you by DKF Solutions Group, LLC ("DKF"), and any entity controlling, controlled by or under common control with DKF Solutions Group (collectively "we," "us," "our," or "DKF").

Information We Receive or Collect:

User Provided Information – The Application obtains the information you provide when you download and register for the Application. Registration with us is mandatory in order to be able to use the Application.

When you register with us and use the Application, you generally provide your agency name, agency address, primary contact name, email address, password, phone number and other registration information. We may use the information you provided us to contact you from time to time to provide you with important information, required notices and marketing promotions.

The Application can be used to share information with others. When you share information, it will be seen by the recipients. Information you create and transmit will be stored on your device, the device of recipients of such communications, and on our servers.

Automatically Collected Information. The Application may collect certain information automatically, such as the type of device you use, your device's unique device ID, the IP address of your device, your operating system, the type of Internet browsers you use, crash information, and information about the way you use the Application. This information may be collected by or shared with third party service providers of DKF, who may only use such information in providing services to DKF and in accordance with this policy.

Third party access to information obtained by the Application. DKF may share your information with third parties only in the ways that are described in this Privacy Policy.

We may disclose your personal information:
- As required by law, such as to comply with a subpoena, or similar legal process;

- When we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- With our trusted services providers who work on our behalf and have agreed to adhere to the rules set forth in this Privacy Policy.
- If DKF is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on the DKF website, www.dkfsolutions.com, of any change in ownership. Of course, any information transferred would remain subject to the limitations of the privacy policy under which it was collected;

User Content. Information you enter into the Application will show up on the devices of other users in your agency and this information is also stored on our servers. Even if you remove this content from your device or account, copies of this User Content will be stored on our servers for a period of time.

How We Use Information. We use the information collected under this Privacy Policy to operate, maintain, develop, improve, and provide you the features and functionality of Smart SOP and to develop new products. In addition, we, and our third party service providers, use information collected from use of the Application to target and track our marketing efforts.

How We Protect Information. DKF takes reasonable steps to protect personally identifiable information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. We keep your account information and content on a secure server behind a firewall. When you enter sensitive information (such as passwords), we encrypt that information using secure socket layer technology (SSL) while it is being transmitted. However, you should keep in mind that no Internet transmission is ever completely secure or error-free.

Contacting DKF. If you have any questions or concerns or complaints about the DKF Privacy Policy or our data collection or processing practices, or if you want to report any security violations to us please contact us through www.dkfsolutions.com.

Modifications to this Privacy Policy. DKF may update our Privacy Policy from time to time. When we change the policy in a material way a notice will be posted on the DKF website, www.dkfsolutions.com, along with the updated Privacy Policy.

Your Consent. By using the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us.