

# Return policy

## In order to have the right to return the credits:

1. The credits must have been left unused on your account
2. Maximum time for the credits to be left unused to be able to get a return is 7 days. ( this is because you already have had a trial period before deciding to activate the account with credits)
3. If the service is not working and no text have been received by your recipient.
4. We cannot be held for currency changes by the time for the return.

# Privacy policy

This privacy policy sets out how iP.1 uses and protects any information that you give us when you sign up and are using our services. We will ensure you by this policy that the information you are giving us over the phone or email will be protected and used accordingly with this privacy statement.

We may change this policy from time to time when we update this site and services. We encourage you to check this page from time to time so we can get response to any changes that may occur.

## What we collect

### We collect the following information:

- Your personal data is collected when you sign up for a trial account or when you contact us by email or telephone and give us the required information for the sign up or activation.
- Your name, Company address, email, telephone number (This can also include mobile number).
- Other information relevant to ensure a high quality service.

## What we do with the information we gather:

We require this information to keep in contact when using our services with you when you are using our services to provide you with the best support and in particular for the following reasons:

- Internal record keeping.
- We may periodically send promotional emails or texts about a new product, special offers or other information that we think you will find interesting using the email or telephone number which you have provided us with. We may use the information to improve and customise our services



## Security

We are very keen about ensuring that the information you provide us with is secure and we will ensure that your personal information is kept confidential and secured in our database.

## How we use cookies

A cookie is a small text file that is placed on your computer (if you accept to use cookies), that cookie sends information about which parts of the website you are visiting. The cookies we use give us information which Internet Protocol address, browser type, browser language, the date and time. We stress that we cannot use this information in any way to identify the visitor.

## Will iP.1 disclose information collected to outside parties?

iP.1 Networks AB does not rent, sell or otherwise distribute the information entered when signing up or entered on our web application.

## Links to other websites

On our website we have links to other websites and this privacy policy only covers our website. We cannot be responsible for any further protection concerning any information you may provide the other website. We highly recommend you too read the new websites privacy policy to ensure how your personal information is treated and collected.

## Visiting our website

When visiting any of iP.1 Networks AB's website we only gather standard internet log information and details that show which pages the visitor are looking at and the numbers of visitors that to the various parts of our website. We cannot identify any person from this data, this data only shows us standard statistics for example how long the visitors stays on our website and which country they are from.

