

S.A.V AUTOMATIC® Privacy Policy

This privacy policy describes how to collect, use and share personal information when installing or using apps in relation to Shopify-supported stores.

S.A.V AUTOMATIC® makes it easy to automate customer emails that seem to be manual. S.A.V AUTOMATIC® installs the form on the contact page, and if certain conditions are met (such as the reason for inquiries or the number of emails that the customer has sent), it can use pre-configured emails to reply to received messages. The app is available to merchants who use Shopify to power their stores. This privacy policy describes how to collect, use and share personal information when installing or using apps in relation to Shopify-supported stores.

Personal Information the App Collects

When you install the S.A.V AUTOMATIC, we are automatically able to access certain types of information from your Shopify account:

1. See Shopify account details:
 1. S.A.V AUTOMATIC® – Auto Email Support will be able to access your Shopify account data such as: email addresses, phone numbers and branches.
2. See clients:
 1. This includes: customer data.
 2. S.A.V AUTOMATIC® – Auto Email Support will have access to data such as Customer Names, email addresses, phone numbers and physical addresses.
4. Manage online store:
 1. This includes: theme and pages in your online store.
 2. S.A.V AUTOMATIC® – Auto Email Support will have access to data such as blog commentator email addresses, IP addresses and browser user agents.

Additionally, we collect the following types of personal information from you and/or your customers once you have installed the App:

At S.A.V AUTOMATIC®, we only store the data necessary for the operation of the app and the data required for billing:

-We save the configuration chosen by the user, such as the store's email address, the waiting time before sending the answer, the name of the sender of the mail or the language preference.

-We also save the data of use of the app in order to inform the user of the monthly cost of the app.

-We save the automations created by the user, the execution configuration and the email template.

-Finally, we save all the messages received with the contact form and the reply email generated by the app. This way, our client can check the correct functioning of the app and make the necessary modifications.

Sharing Your Personal Information

We use Google Analytics technology and Facebook Pixel to obtain data on the operation of the app and to be able to make advertising campaigns. All this data is anonymous and is managed by Google and Facebook.

Data processing in Europe

Your Rights If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

Contact us for more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at pro.savautomatic@gmail.com or by directly by chat on the app.