

Privacy Policy

Introduction

Go Inside Solutions operates different systems and applications, including but not limited to GoNext Ad, GoNext Plan, GoNext TX, Go DashBoard, Gmedia Ad, Gmedia Plan, Media TX, Advortex, GoFastWay, GoNext MediaVault, GoNext CRM and GoNext MediaHub, which may include customer support functionalities provided by Intercom.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our Service, including interactions with our Intercom support system.

By using our Service, you agree to the terms of this Privacy Policy.

For any questions, please contact us at support@goinside.co.

Information We Collect

We collect the following types of personal information to provide and improve our Service, including support via Intercom:

- Personal Identifiers:**
Name, email address, phone number, or other information you provide when registering, contacting support, or making purchases.
- Support Data:**
Information shared through Intercoms chat, email, or other support channels, such as messages, user IDs, or issue details.
- Payment Information:**
Credit card details, billing address, or other financial data for transactions, processed securely via third-party payment processors.
- Automatically Collected Data:**
IP address, browser type, device information, operating system, and usage patterns collected via cookies, pixels, or similar technologies.
- Location Data:**
Approximate location derived from your IP address or precise location if you grant permission through device settings.
- Information from Third Parties:**
Data from Intercom (e.g., support interaction history) or social media platforms if you link accounts or interact via those services.

We do not knowingly collect personal information from children under 13 without parental consent, in compliance with the Children's Online Privacy Protection Act (COPPA).

How We Collect Information

We collect information through:

- Direct Input:**
Forms, account registration, purchases, or support interactions via Intercoms chat or email system.
- Automated Technologies:**
Cookies, web beacons, and analytics tools (e.g., Google Analytics, Intercom analytics) to track usage and support interactions.
- Third-Party Sources:**
Intercom or other authorized partners, including social media platforms, when you link accounts or interact with our Service.

How We Use Your Information

We use your personal information to:

- Provide and maintain our Service, including account management, transaction processing, and customer support via Intercom.
- Personalize your experience, such as tailoring content or support responses based on your interactions.
- Communicate with you, including sending order confirmations, support responses via Intercom, or newsletters (with your consent).
- By registering and using our services, the user expressly consents to receive communications and emails related to support, updates, and marketing, and may, at any time, request the cancellation of such communications by contacting us via email.
- Analyze and improve our Service, using Intercom analytics to understand support trends or Google Analytics for usage patterns.
- Comply with legal obligations or protect our rights, such as responding to lawful requests.

How We Share Your Information

We may share your personal information with:

- Service Providers:**
Intercom, our customer support platform, processes data like chat logs and user details to provide support services. Other trusted providers (e.g., payment processors, hosting services) process data under strict confidentiality agreements.
 - Business Partners:**
For marketing or advertising, only with your consent where required.
 - Legal Authorities:**
If required by law, regulation, or legal process (e.g., subpoenas).
 - Business Transfers:**
In case of a merger, acquisition, or asset sale, your data may be transferred to a successor entity.
- Intercom operates as a data processor under our instructions and is compliant with GDPR and other data protection laws. For details on Intercom's privacy practices, see their [Privacy Policy](<https://www.intercom.com/legal/privacy>). We do not sell your personal information.

Data Transfers

Your data may be transferred to Intercoms servers, located outside your country or region (e.g., from the EU to the US). We ensure compliance with laws like GDPR through safeguards such as Standard Contractual Clauses. Contact us for details on these safeguards.

Your Rights

Depending on your jurisdiction (e.g., GDPR, CCPA), you may have the following rights:

- Access:**
Request a copy of your personal data, including data processed by Intercom.
- Rectification:**
Correct inaccurate or incomplete data.
- Deletion:**
Request deletion of your data, subject to legal retention requirements.
- Opt-Out:**
Opt out of data sharing, targeted ads, or marketing communications.
- Data Portability:**
Receive your data in a structured, machine-readable format.
- Restrict Processing:**
Limit how we or Intercom process your data in certain cases.

To exercise these rights, contact us at support@goinside.co. We will respond within legal timeframes (e.g., 30 days under GDPR). You may also contact Intercom directly for support-related data requests.

Data Security

We use industry-standard measures, including encryption, secure socket layer (SSL), and access controls, to protect your data. Intercom also employs robust security practices to safeguard support-related data. However, no internet transmission is 100% secure, and we cannot guarantee absolute security.

Data Retention

We will retain your personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy or as required by law.

- Support data (e.g., Intercom chat logs) are retained for up to 12 months to ensure quality and support history.
- Marketing data (such as newsletter subscriptions) are stored until you withdraw your consent or after 24 months of inactivity.
- Technical and usage data (e.g., access logs, IP addresses) are retained for up to 12 months for security and auditing purposes.
- When no longer needed, we or Intercom will securely delete or anonymize your data.

Cookies and Tracking Technologies

We and Intercom use cookies and similar technologies to enhance functionality, analyze usage, and provide personalized support. You can manage cookie preferences via your browser or our cookie consent tool.

Children's Privacy

Our Service is not intended for children under 13. If we or Intercom collect personal information from a child under 13 without parental consent, we will delete it promptly. Contact us at support@goinside.co to request deletion.

Third-Party Links

Our Service, including Intercom's support interface, may contain links to third-party websites. We are not responsible for their privacy practices. Review their privacy policies before sharing information.

Changes to This Privacy Policy

We may update this policy to reflect changes in our practices, Intercoms integration, or legal requirements. Significant changes will be communicated via our website, email, or other means, as required. The Last Updated date indicates the latest revision.

Compliance with Laws

We and Intercom comply with applicable data protection laws, including:

- GDPR (EU):** For EEA users.
- CCPA/CPRA (California):** For California residents.
- CalOPPA:** For online services collecting California residents data.
- PIPEDA (Canada):** For Canadian residents.
- COPPA (US):** For children's privacy.

Additional rights may apply under state laws (e.g., Virginia, Colorado, Connecticut, Utah).

Contact Us

For questions, concerns, or requests about this Privacy Policy or our data practices, including Intercom-related data, contact:

- Email:** support@goinside.co
- Mailing Address:** Av. Fontes Pereira Melo N. 16 - 1050-121 Lisboa Palácio Sotto Mayor - IdeaSpaces