



PRIVACY POLICY



DSM – Privacy Policy

Version: 1.4

Approved By: Digital Ship Manager

Last Updated: 20 January-2023

DSM Privacy Policy – A Summary

We treat the privacy of users/customers to the DSM ERP system with the highest importance. This policy details the measures we take to preserve and safeguard your privacy when you use or interact with our system or support team. A detailed explanation of how we may store or otherwise use operational data, company information, and vendor data is explained in this Privacy Policy. We collect and may use the information to provide, maintain, protect, and improve our services, develop new solutions, and protect the rights or property of DSM, our customers, and our partners.



Information Collection

We may collect the following types of information:

Information you provide – based on the type of user, the DSM system may have your user’s information, customer’s financial data, bank account details, etc. We may combine the information you submit under your account with information from other DSM services or third parties to provide you with an integrated solution – as a part of product feature/functionality. Users may receive emails, notifications, alerts, etc., from DSM as a part of communication about specific business processes such as Order Confirmation Emails, Order Delivery notifications, etc. You may opt out of receiving these communications by emailing us at admin@vollzo.com.

DSM is an ERP and Asset Management System for the Marchant Shipping industry. This web application is used for specific industry domains and specific registered users only. General internet surfers/visitors cannot use this application. This application is to manage internal and external business processes for the shipping industry. DSM is NOT involved in any type of physical or digital marketing.

Every registered user (customer) gives affirmative consent before his/her data can be used by DSM cloud-based ERP system (wherever applicable).

ALL Customer Data are kept within DSM.

Cookies – There is a technology called “cookies” which can be used to provide tailored information from a website. A cookie is an element of data that a website can send to your browser, which may then be stored on your system. A “cookie” marks and identifies visitors on an Internet site to allow customers to enter customized information and have it available on subsequent visits. The DSM application **DOES NOT** store cookies on the customer's device/PC.

Although there has been debate over the privacy implications of cookies, DSM users need to know that cookies do not read your hard drive, nor can cookies be used to reveal new information about you that you have not elected to reveal.

Log information – When you access the DSM system via a browser, application, or another customer, our servers automatically record certain information. These server logs may include information such as Internet Protocol (IP) address, browser type, browser language, the date and time of your login, and duration of activity. We use this information to keep an audit trail for our customer’s safety and this audit trail is readily available to the customer’s top management.

Some of our customer managers want to get alerted if the system is used from an unexpected geographical location/device/person through this information.

Customer communications – When you send emails or other communications to DSM, we may retain those communications to process your inquiries, respond to your requests, and improve our solutions and services. We may use your email address to communicate with you about our solutions and services. Stored email addresses are NOT shared with any third-party application/company for any purpose.



Other sites – This Privacy Policy applies to DSM’s web application and services only. We do not exercise control over other sites that may display our site which include DSM solutions, products, or services. These other sites may place their cookies or other files on your computer, collect data or solicit personal information from you. If we use this information in a manner different than the purpose for which it was collected, then we will ask for your **affirmative consent** before such use.

Information Sharing

DSM DOES NOT share users’ personal and customer information with other companies or individuals in ANY circumstances.

All operational and company/customer data are kept within DSM.

Information security

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure, or destruction of data. These include internal reviews of our data collection, storage, and processing practices, and security measures, including appropriate encryption and physical security measures to guard against unauthorized access to systems where we store personal data.

For the detailed implementation of information security, refer to [DSM – Data Protection & Security](#)



Accessing and updating personal information

While adding a new user to the system, DSM does not force users to enter any personal information e.g. DoB, Gender, Personal Mobile/Cell number, etc.

But storing Seaman-Book details, Passport details, Visa details, etc. are business requirements.

No personal information is displayed to other users. The system uses this information to send alerts/notifications and display them in terms of validation. E.g. instead of displaying the Passport expiry date – the system displays “Passport Valid: Yes”.

Enforcement

DSM regularly reviews its compliance with this Privacy Policy. When we receive formal written complaints, it is DSM’s policy to contact the complaining customer regarding their concerns. We will cooperate with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between DSM and the customer.

Changes to this Privacy Policy

Please note that this Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any Privacy Policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain solutions, email notification of Privacy Policy changes).

Contact Details

If you have any questions or concerns regarding this privacy policy, you can contact us by emailing admin@vollzo.com

