

Privacy Policy

Protecting the consumers/client private information is our top priority. The statement of privacy policy applies to eBest IOT stores, our apps, <https://www.eBest-IOT.com> and eBest IOT Inc. and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to eBest IOT Inc. include eBest IOT apps, <https://www.eBest-IOT.com> and eBest IOT. The eBest IOT website and app is a retail and commerce site. By using the eBest IOT website and our application, you acknowledge the data practices described under the privacy policy statement.

Collection of your Personal Information

eBest IOT may collect personally identifiable information, such as your:

- Name
- E-mail Address
- Videos of transactions which may include your likeness

eBest IOT may also collect anonymous demographic information, which is not unique to you, such as your:

- Age
- Gender
- Nationality
- Race
- The location of the coolers you have visited
- Aggregated statistics of the items you or people like you have purchased

eBest IOT encourages you to review the privacy statements of the application you choose to link to from eBest IOT so that you can understand how those websites collect, use and share your information. eBest IOT is not responsible for the privacy statements or other content on websites outside of the eBest IOT website.

If you purchase eBest IOT 's products and services, for that we collect billing and credit card information. This information is used to complete the purchase transaction.

Use of your Personal Information

eBest IOT collects and uses your personal information to operate its website(s) and deliver the services you have requested.

eBest IOT may also use your personally identifiable information to inform you of other products or services available from eBest IOT or to inform you of promotions for products sold in eBest IOT stores or 3rd party stores using eBest IOT Applications. EBest IOT may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Note: eBest IOT does not sell, rent or lease its customer lists to third parties.

eBest IOT may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. eBest IOT may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to eBest IOT, and they are required to maintain the confidentiality of your information.

eBest IOT may keep track of the websites and pages our users visit within eBest IOT, in order to determine what eBest IOT services are the most popular. This data is used to deliver customized content and advertising within eBest IOT to customers whose behavior indicates that they are interested in a particular subject area.

eBest IOT will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on eBest IOT or the site; (b) protect and defend the rights or property of eBest IOT; and, (c) act under exigent circumstances to protect the personal safety of users of eBest IOT or the public.

Automatically Collected Information

Information about your computer hardware and software may be automatically collected by eBest IOT. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain the quality of the service, and to provide general statistics regarding the use of the eBest IOT website.

Videos of each transaction are collected in order to process receipts of those transactions and to train our software to recognize products, transaction state (pulling something off a shelf or putting it back on) and general characteristics of the people recorded in the transaction like faces, hands and bodies. Recording of transactions starts when the consumer voluntarily opens the door of the cooler using the eBest IOT app and stops when our system has determined the doors are closed and locked and the transaction is complete.

Opt-Out & Unsubscribe

We respect your privacy and give you an opportunity to opt-out of receiving announcements of certain information. Users may opt-out of receiving any or all communications from eBest IOT by contacting us here:

- Email: unsubscribe@eBest-IOT.com
- Online: <https://www.eBest-IOT.com/unsubscribe>

Minor age Users

eBest IOT does not collect personally identifiable information knowingly from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website or our stores.

Security of your Personal Information

eBest IOT secures your personal information from unauthorized access, use, or disclosure. eBest IOT uses the following methods for this purpose.

- SSL Protocol
- Limited access to computing resources
- Data retention policies

When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

When your personal data is stored by eBest IOT, we use in-housed computer systems with limited access facilities by using physical security measures.

eBest IOT will retain your personal information, including name, email address, payment information and videos of transactions for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law. eBest IOT maintains videos of each transaction for 24 months. After 6 months faces in the transactions are obfuscated. Consumers can request a video of any transaction they have initiated once their identity is verified by an eBest IOT employee.

Use of Cookies

The eBest IOT web app may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same eBest IOT website, the information you previously provided can be retrieved, so you can easily use the eBest IOT features that you customized.

You are entitled to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the eBest IOT services or websites you visit.

Changes to this Statement

eBest IOT will occasionally update this Statement of Privacy to reflect company and customer feedback. eBest IOT encourages you to periodically review this Statement to be informed of how eBest IOT is protecting your information.

Refund/Exchange Policy

eBest IOT solely responsible for refunds in case the vending machine is inoperative or has major malfunction. In case the vending machine does not release the selected product, please contact us directly at ivending@eBest.com. We would be happy to help you and sort out the issue.

Refunds are processed only through the Original Mode of Payment.

Contact Information

eBest IOT welcomes your questions or comments regarding this Statement of Privacy. If you believe that eBest IOT has not adhered to this Statement, please contact eBest IOT at:

EBest IOT, Inc.
3011, Lulin 8, Sofia, Bulgaria
Email Address: legal@eBestiot.com
VAT: 204286063