Terms and Conditions

Last Updated: 04 September 2024

Welcome to Loyal Wings, provided by Sales Queen Software Solutions. By using our ERP software, you agree to comply with and be bound by the following terms and conditions. Please read them carefully before using our services.

1. Platform Use

Loyal Wings is a cloud-based ERP software designed to provide reporting functionality and performance metrics for businesses. It is important to understand that Loyal Wings is not a data storage software. Instead, it focuses on offering tools for reporting and analyzing data that is managed and stored by the user or their third-party services.

- **Reporting Functionality**: The primary purpose of Loyal Wings is to enable users to generate reports, view performance metrics, and gain insights into their business operations based on the data they manage.
- **Data Storage**: Loyal Wings does not serve as a data storage solution. Users are responsible for managing and storing their own data. The software does not store user data beyond what is necessary for providing reporting functionalities.

2. User Responsibility for Data

- Users are solely responsible for the data they input into Loyal Wings. Sales Queen Software Solutions does not verify, endorse, or take responsibility for the accuracy, reliability, or legality of the data entered by users.
- We do not store, manage, or create any leads on behalf of users. The platform's purpose is to provide tools for managing existing data and gaining insights through metrics and reports.

3. Data Security and Privacy

- While we implement reasonable measures to protect your data through encryption and secure access protocols, we cannot guarantee the absolute security of your data. Users are responsible for securing their own access credentials and taking appropriate measures to protect their data.
- **Data Loss or Security Breach**: In the event of a data breach, hacking, or any other issue that leads to the loss, theft, or compromise of data entered into Loyal Wings, Sales Queen Software Solutions shall not be held liable for any damages or losses incurred. This includes, but is not limited to, loss of data, financial losses, or disruption of business operations.
- **Internal Data Leaks**: Sales Queen Software Solutions is not responsible for any data leaks, unauthorized access, or breaches caused by the actions of its staff or other

entities. While we strive to maintain strict internal security protocols, the company cannot be held liable for such incidents.

- **Data Leaks During Software Updates**: Sales Queen Software Solutions shall not be liable for any data leaks, loss, or compromise that occurs during the process of updating or maintaining the software. Users are encouraged to back up their data regularly to prevent loss.
- **Use of Data:** By using Loyal Wings, you acknowledge and agree that Sales Queen Software Solutions may use the data you register in the software for various purposes. This includes, but is not limited to, internal use by Sales Queen Software Solutions, such as improving our software, conducting analytics, and enhancing user experience. Additionally, Sales Queen Software Solutions may use this data for external purposes as required by law or to comply with legal obligations.

4. Disclaimer of Liability

- Sales Queen Software Solutions shall not be liable for any direct, indirect, incidental, consequential, or special damages arising out of or in connection with your use of Loyal Wings. This includes, but is not limited to, data loss, lost profits, or interruptions to your business operations.
- **False Reporting and Software Malfunctions**: Sales Queen Software Solutions is not responsible for any issues arising from false reporting, malfunction of the software, or other problems created within the software by the user or due to external factors. Users are responsible for ensuring that the data they input is accurate and that they properly configure and utilize the software.
- We are not responsible for the accuracy, completeness, or suitability of the information provided within the software and do not guarantee the performance or results of using Loyal Wings.

5. No Guarantee of Results

- Loyal Wings does not guarantee specific results from the use of the software. The effectiveness of the platform depends on the quality and management of data input by the user.

6. Intellectual Property

- All intellectual property rights in the Loyal Wings software, including but not limited to copyrights, trademarks, and patents, are owned by Sales Queen Software Solutions or its licensors. You are granted a limited, non-exclusive, non-transferable license to use the software in accordance with these terms.

7. User Conduct

- You agree not to use Loyal Wings for any unlawful purpose or in a manner that could damage, disable, overburden, or impair our servers or networks. You agree not to attempt to gain unauthorized access to the software or its related systems or networks.

8. Modification of Terms

- Sales Queen Software Solutions reserves the right to modify these terms at any time. Any changes will be posted on our website, and continued use of the software after changes are made constitutes acceptance of the new terms.

9. Termination

- We reserve the right to terminate or suspend access to Loyal Wings without prior notice or liability, for any reason whatsoever, including without limitation if you breach the terms.

10. Governing Law and Dispute Resolution

- These terms shall be governed by and construed in accordance with the laws of India, without regard to its conflict of law principles.
- **Dispute Resolution**: Any legal disputes or issues arising out of or in connection with these terms shall be exclusively resolved through the courts located in Chennai, Tamil Nadu, India. You agree to submit to the jurisdiction of these courts for any such disputes.
- **Costs and Expenses**: If a legal case is filed by a client and the case is unsuccessful, the client agrees to reimburse Sales Queen Software Solutions and its staff for all reasonable costs and expenses incurred in handling the case. This includes, but is not limited to, legal fees, administrative costs, and other related expenses.

11. Contact Information

If you have any questions about these terms, please contact us:

- **Phone**: +91 6369727903
- **Email**: support@salesqueen.org
- **Office Address**: #34/3 Seethapathy 5th Street, Madhavaram, Chennai - 600060, Tamilnadu, INDIA
- **GST Number**: 33CWOPR8600P1ZR

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Refund Policy

Last Updated: 04 September 2024

At Sales Queen Software Solutions, we strive to provide high-quality software and services to our customers. However, we understand that there may be circumstances where a refund may be necessary. Please review our refund policy below:

1. Refund Eligibility

- **Refund Request Period**: Refunds are applicable only if the request is made within 7 days from the date of payment. Any refund request made after this period will not be entertained.
- **Refund Conditions**: To be eligible for a refund, the following conditions must be met:
    - The refund request must be submitted within the 7-day period from the date of payment.
    - The request must be submitted through the official channels provided by Sales Queen Software Solutions (e.g., via email to support@salesqueen.org).
    - The user must not have violated any terms of service or used the software in a manner inconsistent with the agreed terms.

2. Refund Process

- **Request Submission**: To request a refund, please contact us at support@salesqueen.org with your order details, including the payment receipt and the reason for requesting a refund.
- **Processing Time**: Once we receive your refund request, it will be reviewed, and we will notify you of the approval or rejection of your refund. The refund process typically takes up to 45 days from the date of approval.
- **Refund Amount**: Approved refunds will be processed after deducting platform charges, including payment gateway fees and any other associated charges. The amount refunded will be the total payment minus these platform charges.
- **Refund Method**: The net refund amount (after deductions) will be credited to the same bank account used for the original payment. Please ensure that the bank account details provided are accurate to avoid any delays.

3. Non-Refundable Items

The following items are non-refundable:

- Payments made after the 7-day refund period.
- Subscription fees for services that have already been used.
- Any fees or charges not directly related to the software purchase.

4. Changes to Refund Policy

Sales Queen Software Solutions reserves the right to amend or update this refund policy at any time. Any changes will be posted on our website, and continued use of our services after such changes constitutes acceptance of the revised policy.

5. Contact Information

If you have any questions regarding this refund policy or need assistance with a refund request, please contact us:

- **Phone**: +91 6369727903
- **Email**: support@salesqueen.org
- **Office Address**: #34/3 Seethapathy 5th Street, Madhavaram, Chennai - 600060, Tamilnadu, INDIA

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Privacy Policy

Last Updated: 04 September 2024

At Sales Queen Software Solutions, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our ERP software, Loyal Wings. By using our services, you agree to the practices described in this policy.

1. Information We Collect

- **Personal Information**: When you register for or use Loyal Wings, we may collect personal information such as your name, email address, phone number, and payment details.
- **Business Information**: We may collect information related to your business operations, including but not limited to data entered into the software for reporting and analysis purposes.
- **Usage Data**: We collect information about how you use our software, including access times, features used, and other interaction data.

2. How We Use Your Information

- **To Provide and Maintain Services**: We use your information to provide, maintain, and improve our software, and to ensure the software operates efficiently.
- **To Process Transactions**: Your payment details are used to process transactions and handle billing-related activities.
- **To Communicate with You**: We may use your contact information to send you updates, newsletters, or other communications related to our services.
- **To Monitor and Analyze Usage**: We analyze usage data to understand how users interact with our software and to improve our services.

3. Data Sharing and Disclosure

- **Service Providers**: We may share your information with third-party service providers who perform services on our behalf, such as payment processing and data storage. These providers are required to protect your information and use it only for the purposes for which it was shared.
- **Legal Requirements**: We may disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a subpoena or court order).
- **Business Transfers**: In the event of a merger, acquisition, or any form of sale of some or all of our assets, your information may be transferred as part of that transaction.

4. Data Security

- **Protection Measures**: We implement reasonable technical and organizational measures to protect your information from unauthorized access, use, or disclosure. This includes encryption, secure access protocols, and regular security assessments.
- **Limitations**: While we strive to protect your information, no method of transmission over the Internet or electronic storage is 100% secure. Therefore, we cannot guarantee absolute security.

5. Data Retention

- **Retention Period**: We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law.
- **Deletion Requests**: You may request the deletion of your personal information by contacting us at support@salesqueen.org. We will process such requests in accordance with applicable laws and regulations.

6. User Rights

- **Access and Correction**: You have the right to access and correct your personal information. If you wish to review or update your information, please contact us at support@salesqueen.org.
- **Opt-Out**: You may opt-out of receiving marketing communications from us by following the instructions in those communications or by contacting us directly.

7. Cookies and Tracking Technologies

- **Cookies**: We use cookies and similar tracking technologies to enhance your experience with our software, analyze usage patterns, and improve our services. You can control cookie settings through your browser.
- **Analytics**: We may use third-party analytics services to collect and analyze usage data. These services may use cookies and other tracking technologies.

8. Children's Privacy

- **Age Restriction**: Our software is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that we have collected such information, we will take steps to delete it.

9. Changes to Privacy Policy

- **Policy Updates**: We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website. Your continued use of our services after any changes constitutes acceptance of the revised policy.

10. Contact Information

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

- **Phone**: +91 6369727903
- **Email**: support@salesqueen.org
- **Office Address**: #34/3 Seethapathy 5th Street, Madhavaram, Chennai - 600060, Tamilnadu, INDIA

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Cookie Policy

Last Updated: 04 September 2024

This Cookie Policy explains how Sales Queen Software Solutions uses cookies and similar technologies on our website and software, including our ERP product, Loyal Wings. By using our website and software, you consent to the use of cookies in accordance with this policy.

1. What Are Cookies?

Cookies are small text files placed on your device by a website or software application. They are widely used to make websites and applications work more efficiently, as well as to provide reporting and analytics on user activity.

2. Types of Cookies We Use

- **Essential Cookies**: These cookies are necessary for the proper functioning of our website and software. They enable you to navigate and use key features, such as secure areas of the site. Without these cookies, our services may not work as intended.

- **Performance Cookies**: These cookies collect information about how visitors use our website or software, such as which pages are visited most often. This helps us understand user behavior and improve the performance of our services.
- **Functionality Cookies**: These cookies allow us to remember your preferences and settings, such as language and region, to provide a more personalized experience.
- **Targeting/Advertising Cookies**: These cookies are used to deliver advertisements relevant to your interests and to track the effectiveness of advertising campaigns. They may be set by third-party advertising networks.

3. How We Use Cookies

- **To Enhance User Experience**: We use cookies to remember your preferences and settings, which helps improve your experience with our website and software.
- **To Analyze Usage**: Performance cookies help us analyze how users interact with our website and software, allowing us to make improvements based on user behavior.
- **To Deliver Relevant Advertising**: Targeting cookies are used to serve ads that are relevant to your interests and to measure the effectiveness of our advertising efforts.

4. Managing Cookies

You can control and manage cookies through your browser settings. Most web browsers allow you to:

- **View Cookies**: See what cookies are set and delete them if desired.
- **Block Cookies**: Prevent cookies from being set in the future.
- **Clear Cookies**: Remove cookies that are already on your device.

Please refer to your browser's help section for instructions on how to manage cookies. Note that disabling cookies may affect your ability to use certain features of our website and software.

5. Third-Party Cookies

Our website and software may include third-party cookies, such as those from analytics services and advertising networks. These third parties may use cookies to collect information about your online activities over time and across different websites. We do not control these third-party cookies, and their use is subject to their own privacy policies.

6. Changes to Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our practices or legal requirements. Any changes will be posted on our website, and continued use of our services after such changes constitutes acceptance of the revised policy.

7. Contact Information

If you have any questions or concerns about this Cookie Policy or our use of cookies, please contact us:

- **Phone**: +91 6369727903
- **Email**: support@salesqueen.org
- **Office Address**: #34/3 Seethapathy 5th Street, Madhavaram, Chennai - 600060, Tamilnadu, INDIA

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Security and Compliance

Last Updated: 04 September 2024

At Sales Queen Software Solutions, we prioritize the security and compliance of our software, Loyal Wings, to ensure that your data is protected and managed in accordance with industry standards and regulations. Below is an overview of our security and compliance practices.

1. Data Security

- **Encryption**: We use advanced encryption protocols (SSL/TLS) to protect data in transit between your devices and our servers. Data at rest is also encrypted to ensure its security.
- **Access Controls**: Access to your data is restricted based on role-based permissions. Only authorized personnel have access to sensitive data, and access is monitored and audited regularly.
- **Secure Hosting**: Our software is hosted on secure servers that are protected by firewalls and intrusion detection systems. We partner with reputable cloud service providers that comply with stringent security standards.

2. Compliance

- **General Data Protection Regulation (GDPR)**: We are committed to complying with GDPR requirements for data protection and privacy. We have implemented policies and procedures to ensure that your personal data is handled in accordance with GDPR principles.
- **ISO/IEC 27001**: Our information security management system is designed to meet the ISO/IEC 27001 standard, which outlines best practices for managing and protecting information assets.
- **Data Protection and Privacy**: We adhere to local data protection laws and regulations applicable in the regions we operate. This includes ensuring that data processing agreements are in place with our third-party partners.

3. Incident Management

- **Incident Response Plan**: We have a comprehensive incident response plan in place to address and manage any security incidents that may arise. This includes procedures for identifying, responding to, and mitigating security breaches.
- **Notification**: In the event of a data breach or security incident, we will notify affected users as required by applicable laws and regulations. We will provide information about the nature of the breach, the data involved, and the steps taken to address the issue.

4. Regular Audits and Assessments

- **Security Audits**: We conduct regular security audits and vulnerability assessments to identify and address potential risks. These audits are performed by both internal and external security experts.
- **Compliance Reviews**: Our compliance practices are reviewed periodically to ensure that we adhere to relevant laws and industry standards. We update our policies and procedures as needed to reflect changes in regulations and best practices.

5. User Responsibility

- **Password Management**: Users are responsible for managing their passwords and ensuring that they are strong and secure. We recommend using unique, complex passwords and changing them regularly.
- **Account Security**: Users should monitor their accounts for any unauthorized access and report any suspicious activity to our support team immediately.

6. Data Retention and Disposal

- **Data Retention**: We retain data only for as long as necessary to fulfill the purposes outlined in our Privacy Policy or as required by law. Data that is no longer needed is securely deleted or anonymized.
- **Data Disposal**: When data is no longer required, we follow industry best practices for secure disposal to ensure that it cannot be recovered or misused.

7. Contact Information

If you have any questions or concerns about our security practices or compliance measures, please contact us:

- **Phone**: +91 6369727903
- **Email**: support@salesqueen.org
- **Office Address**: #34/3 Seethapathy 5th Street, Madhavaram, Chennai - 600060, Tamilnadu, INDIA

Acceptance of Advertisements and Promotions:

By using our services, you agree that Salesqueen Software Solutions and its product, Loyalwings.com, may place advertisements within your company's employee portal. These advertisements can be part of paid or unpaid promotions.

Participation in Affiliate Marketing:

You agree to participate in Salesqueen Software Solutions' or Loyalwings.com's referral and affiliate marketing programs. Participation includes being part of any refer-and-earn system as outlined by the terms provided in these programs.

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