Privacy Policy and Terms of Use

NeoGrid Portal security policy

NeoGrid acknowledges how important it is for you and the company you represent to be in the knowledge and assured about the correct usage of your information. Therefore, we make a point of clarifying and divulging our policy on the usage of said information. In this way, the company you represent will be able to better understand the information we have and how we treat it. Please put aside some time to read this policy, that way you´ll consciously and securely be taking full advantage of all that NeoGrid has to offer. To insure clear and precise rules, NeoGrid may occasionally alter this policy, and hence recommends periodic reading.

You hereby declare having the necessary power and authority to register the company you represent, and that you will fulfill the obligations established in this NeoGrid Portal security and privacy Policy, as well as to make good all the transactions completed herein.

What the information we obtain is

NeoGrid collects information in different ways, from different parts of the NeoGrid Portal and its Solutions.

Some information is gathered when you register and you register the company you represent. During the registration process, NeoGrid asks your name, email address and other information related to yourself and the company you represent. The more correct information you provide, the more customized your experience will be.

It is technically impossible for the subscriber or any NeoGrid Portal user to choose words, expressions or graphic denominations that may have been previously used by other users/subscribers to login. It is further forbidden for users/subscribers to use words that are insulting, slanderous, which coincide with product brands or third-party services, company names, publicity statements, names or pseudonyms of well-known or unknown people or companies, or registered by third-parties, or that don't represent the identity of the subscriber or the company he/she represents and, in general terms, that is against the law, order or the commonly accepted codes of conduct. Furthermore, it is strictly forbidden to use brand names, programs, proprietary products or services offered by NeoGrid or any of its controlling companies, companies controlled or jointly-controlled companies.

In the event a subscriber and/or user disobeys what is described in the previous paragraph, they will have their login cancelled and locked without prior warning and at NeoGrid's exclusive criteria.

What "cookies" are and what purpose they serve

Cookies are small text files sent to your computer. Cookies are stored in your computer. These small files are used to identify, follow-up and store the internet user's web-browsing history.

The use of cookies to follow-up and store information will allow NeoGrid to provide a more customized service (hyperlink for explanatory text on customization), in accordance with the user's characteristics and interests, allowing even for an interaction of the specific products and services between the NeoGrid Portal users and the companies they represent.

In general terms, cookies are used for: Provide customized services, by remembering who you are and the company you represent, which your browsing habits are, as well as accessing the registry information on the company you represent;
Measuring certain browsing patterns, mapping the areas of the NeoGrid Portal you visited and your visit habits as a whole. We use this information to verify our user's browsing routines, and thus offer content and/or services that are increasingly more customized;

also to make it easier and quicker for you to fill out the forms. The information contained in each user's cookies may be used to fill in the data-collection forms that exist on the internet beforehand.

How this information will be used

The information gathered by NeoGrid will be used to customize content and/or the services available. This includes customization services, interactive communication, interaction of the specific product and services offering between the NeoGrid Portal Users and companies they represent as well as other types of services.

By knowing more about you and the company you represent, NeoGrid will be able to offer content and services that are more relevant and, consequently, provide a better on-line experience.

The information may also be used to generate general statistical data for informative or commercial ends. The information collected may be used for commercial forwarding in a general way, for example in the event a user or the company he/she represents manufactures products that a user or the company they represent sells, be it in retail or wholesale. In this case, we encourage interaction in the offering of specific products or services between the NeoGrid Portal users and the companies they represent, with their integration in mind.

With whom your information may be shared

NeoGrid may divulge information on the user and the company they represent in special cases in which we may have reason to believe the divulging of said information is necessary to identify, contact or legally act against someone that may be harming or interfering (intentionally or not) with NeoGrid's rights and property or that of its users or any other person that may be harmed by such activities. NeoGrid may divulge information about the user when required by the law and for administrative reasons, or others that we may deem necessary to maintain and improve our products and services.

What your options are in what the gathering, use and distribution of information is concerned

When you registered, you pointed out that you were interested in receiving offers or information from NeoGrid, as well as being part of the specific product and service offering amongst NeoGrid Portal users and the companies these represent. In this way, we may occasionally send you messages via email, about products or services that may be of interest to you. Only NeoGrid (or any agents that may act in the name of
NeoGrid and that are bound to confidentiality agreements) will send you such communications. Your identification and password will be necessary for the NeoGrid registry to access your registration information and that of the company you represent.

You have options in what cookies is concerned. Modifying your browsing preferences, you have the option of accepting all cookies, being notified when a cookie is to be sent, or rejecting cookies altogether. If you opt for rejecting all cookies you will not be able to use some of the NeoGrid services that require a registration to participate. You will further not be able to enjoy all the benefits and advantages a personalized internet experience has to offer.

Security measures established for your protection in the event of loss, ill-use or information alterations

The account information in the NeoGrid Portal is password-protected, so that only you may have access to your information.

Your password is secret and we recommend you don't reveal it to anyone. Under no circumstance will NeoGrid request your personal password, neither by email or telephone. Remember to disconnect from your account in the NeoGrid Portal and close your browser's window when you finish internet browsing. This guarantees that other people don't gain access to your information and that of the company you represent in the event you are sharing a computer with someone or you are using a computer in a public place such as a library or place of public internet access.

No internet data transmission is 100% secure. Therefore, and despite NeoGrid always doing whatever possible to protect your information and that of the company you represent, it is not possible to guarantee the security of all the information you provide us with. The usage of our service in these conditions represents a personal choice.

What you most need to know about on-line privacy

Ultimately, you are responsible for the maintaining of your privacy, your passwords and/or personal information.

Therefore, we recommend:

Be informed: when accessing the Internet, always look for the privacy statement/policy of the website you are visiting.

Use complex passwords. Simple passwords are easily cracked. Use complex passwords with long letter and number combinations consisting of unusual keyboard combinations.

Never provide your password on-line to anyone.If your password has been divulged, change it immediately.