

Trouispeak - Privacy Policy

Last updated: 15 November 2025

Thank you for using Tourispeak (the “App”) and/or visiting our website www.tourispeak.com (the “Website”). This Privacy Policy explains how we collect, use, disclose, and protect your personal information, and sets out your rights in relation to that information.

1. Who we are

Tourispeak is operated by **Contact Center Development Services**, a company incorporated in Morocco, with address Office 365, Technopark Casablanca, Morocco. email hello@tourispeak.com.

By “we”, “us” or “our” we refer to Contact Center Development Services.

2. Information we collect

We may collect the following categories of information:

- **User-provided information:** When you register an account, contact us, use certain features, or communicate with us, we may collect your name, email address, phone number, language preference, and any other information you willingly provide.
- **Automatically collected information:** When you use the App/Website, we may collect device information (device type, operating system version, unique device identifier), usage data (pages/screens visited, features used, time spent), location information (if you grant permission), analytics data, and error/diagnostic logs.
- **Third-party data:** We may receive information about you from third-party service providers (for example analytics services, advertising networks, social media platforms) if you link your account or interact via social login.
- **Tracking & advertising identifiers:** If applicable and only with your consent, we may access advertising identifiers (e.g., IDFA) or use other tracking technologies for analytics or advertising purposes.

3. How we use your information

We use the collected information for the following purposes:

- To provide, operate, maintain and improve the App/Website and its features.
- To personalise your experience: to show relevant content, tours, languages and recommendations.
- To communicate with you: send updates, newsletters, marketing (if you consent), respond to inquiries.

- To enable you to purchase or access paid features (if any).
- To monitor and analyse usage and trends, and to create reports.
- To ensure security, prevent fraud or misuse, and to comply with legal obligations.
- If tracking or advertising: to deliver targeted ads, measure campaign performance, and build user segments (only with your consent and in compliance with applicable regulations).

4. Disclosure of your information

We may share your information in the following ways:

- With service providers and partners who perform services on our behalf (e.g., hosting, analytics, marketing, customer support) — they must abide by similar privacy and security obligations.
- With third-party advertising networks or analytics providers (if you have consented to such tracking).
- With law enforcement, regulatory authorities or other third parties if required to by law or to protect our rights and the rights of others.
- In connection with a business sale, merger or transfer of assets — we will notify you if your personal data is transferred and becomes subject to a different privacy policy.

We do **not** sell your personal information to data brokers for marketing by default (unless explicitly disclosed and consented).

5. Data retention & deletion

We retain your personal information for as long as necessary to fulfil the purposes for which it was collected (as described above), to comply with legal obligations, resolve disputes, and enforce our agreements.

If you wish to delete your account or request the deletion of your data, you may [provide instructions/portal/email] and we will process your request within a reasonable time frame. After deletion, we may retain aggregated, anonymised or de-identified data for analytics or internal purposes.

6. Your rights

Depending on your jurisdiction, you may have the following rights:

- Access: request a copy of the information we hold about you.
- Rectification: correct inaccurate or incomplete information.

- Erasure (“right to be forgotten”): request deletion of your personal data.
- Restriction or objection to processing: in certain cases you may object to or limit certain processing.
- Data portability: request a copy of your data in a structured, machine-readable format.
- Withdraw consent: if you gave consent for specific data processing (e.g., marketing, tracking), you can withdraw it at any time — withdrawing does not affect prior lawful processing.

To exercise your rights, please contact us at [Email Address]. We may ask you to verify your identity for security reasons.

7. Children’s privacy

The App/Website is **not** directed at children under the age of 13 (or such other age as per local law). We do not knowingly collect personal information from children without parental consent. If you believe we have collected data from a child without consent, please contact us at [Email Address] and we will take steps to remove it.

8. Cookies and similar technologies

We and our service providers use cookies, web beacons, local storage, and similar technologies for purposes such as analytics, to remember your preferences, to deliver and measure advertising (with consent). You can control cookies via your browser or device settings; however, disabling certain cookies may affect the functionality of the App/Website.

9. International transfers

Your personal information may be transferred to, stored, or processed in countries other than your own where we or our service providers operate. We will take appropriate safeguards (e.g., standard contractual clauses) to ensure an adequate level of protection of your personal data.

10. Security

We implement commercially reasonable technical, administrative, and physical safeguards designed to protect your personal information from unauthorised access, use, alteration, or disclosure. However, no security measure is perfect or impenetrable, and we cannot guarantee absolute security.

11. Changes to this Privacy Policy

We may modify this Privacy Policy from time to time. If we make material changes, we will notify you via the App or Website or by email, and the “Last updated” date will be revised.

Your continued use of the App/Website after the changes constitutes acceptance of the new policy.

12. Contact us

If you have any questions, comments or requests regarding this Privacy Policy or our data practices, please contact us at:

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