Symmetrix Tax Software Privacy Policy

This privacy policy describes how we collect, use, and handle your information and your clients’ information when you use our tax preparation software. Symmetric Tax Software understands the importance of ensuring your privacy and security when providing us your personal information.

We collect personal and non-public information about you from the purchasing of our software, applications and other forms that require transactions with us, our affiliates and or other Consumer reporting agencies

We collect and associate with your account, information like your name, email address, phone number, payment info and physical address.

Services

When you use our service, we collect, process, store and transmit information necessary for the completion of U.S. Federal and or State tax returns. Our software requires the collection of taxpayer and preparer signature information in various forms.

Usage

We collect from and about the devices you use to access the Services. This include things like IP addresses, the type of browser and device you use, the web page you visited before coming to our sites and identifiers associated with your devices. Your devices may also transmit location information to the Services.

We request basic information to purchase or download our software (such as company name, company contact, email, address, and etc.). This information is used to follow-up on a customer’s evaluation of the software demo. Symmetric may use this information to market new products and services to prospects.

Communication and Sharing

We may share information as discussed below, but we won’t sell it to advertisers or other third parties.

We integrate with various refund bank providers(“banks”) for the purpose of offering refund related bank products (“bank products”). We will share account, and personal information with a bank, only when directed by you for the purpose of enrolling in their program. We will only share your clients’ personal information with a bank when your client directed by you and after obtaining an agreement from your client through the selection and completion of a bank product application within the software.

Law & Legal

We may disclose your information to third parties if we determine such disclosure is reasonably necessary to (a) comply with the law as outlined in “Legal Compliance”: (b) prevent fraud or abuse of Symmetric or our users; or (c) protect property rights of Symmetric.

Though we make every effort to preserve, we may need to disclose personal information when required by law wherein we had a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on the Website.

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