

ReliableSuite Privacy Policy

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About this policy. This Privacy Policy explains how ReliableSuite processes information when businesses use its ERP, POS, business management, cloud, integration, and communication services, including WhatsApp Business Platform integrations.

ReliableSuite is a business software platform provided by NUMBLE COMPUTER INTEGRATED SOLUTION CO. WLL ("ReliableSuite", "Numble", "we", "us", or "our"). This Privacy Policy explains how we collect, use, process, store, disclose, and protect information when businesses and their authorized users use ReliableSuite, including its ERP, POS, business management, customer communication, integration, cloud, and related services. It also explains how information may be processed when businesses connect third-party communication platforms, including WhatsApp Business Platform and other Meta services, to ReliableSuite.

1. About ReliableSuite

ReliableSuite provides business management and enterprise software services, which may include:

- Accounting and financial management
- Sales and invoicing
- Point of Sale
- Inventory and warehouse management
- Procurement
- Customer and supplier management
- Production and job work
- Reporting and analytics
- Customer communication and notifications
- Document delivery
- Business integrations
- WhatsApp Business messaging integration
- Other ERP and business-management functions

ReliableSuite is primarily provided to organizations and businesses. Businesses using ReliableSuite determine what information they enter into the platform and how that information is used for their business operations.

2. Information We May Process

Depending on the ReliableSuite services being used, we may process information including:

Business account information

- Business name, address, contact details and registration information
- Business identifiers and subscription information
- Authorized user accounts
- Application settings and preferences

User information

- Name and business contact details
- Username, role and permissions
- Login and authentication information
- Activity and audit records

Business transaction information

- Customer and supplier records
- Sales orders, invoices, receipts, payments and statements
- Inventory, purchase and delivery transactions
- Service records and other business documents

The organization using ReliableSuite controls the business information entered into the system.

3. WhatsApp and Meta Business Integration

ReliableSuite may allow businesses to connect their WhatsApp Business Account and related Meta business assets to ReliableSuite. When a business authorizes this integration, ReliableSuite may process information required to operate the integration, such as:

- WhatsApp Business Account ID
- Business phone number and Phone Number ID
- Meta Business identifiers
- WhatsApp message-template information
- Message identifiers
- Recipient phone numbers or business-scoped identifiers
- Message delivery, read, failed or other messaging events
- Incoming customer messages
- Attachments and documents exchanged through WhatsApp
- Webhook events
- Integration configuration and authorization information

ReliableSuite uses this information only as necessary to provide messaging and related business functionality requested by the business using ReliableSuite. Meta and WhatsApp may separately process information through their own platforms under their applicable terms and privacy notices.

4. How ReliableSuite Uses WhatsApp

Businesses may use ReliableSuite to send communications such as:

- Sales invoices
- Receipts
- Account statements
- Payment confirmations and reminders
- Order confirmations
- Delivery notifications
- Appointment or service notifications
- Transaction alerts
- Customer-support messages
- Other business-related communications

Businesses are responsible for ensuring that their use of WhatsApp through ReliableSuite complies with applicable laws, WhatsApp policies, customer-consent requirements, and messaging rules. ReliableSuite does not independently send marketing or business messages to a customer's contacts unless instructed or configured to do so by the business using ReliableSuite.

5. Customer Ownership and Control

Businesses using ReliableSuite retain ownership and control of their own business data and their WhatsApp Business assets. Where ReliableSuite operates as an authorized technology provider, businesses may authorize ReliableSuite to access or manage specific Meta or WhatsApp business assets for the purpose of providing ReliableSuite services.

ReliableSuite does not claim ownership of a customer's WhatsApp Business Account, WhatsApp business phone number, Facebook Page, Instagram account, Meta Business Portfolio, or customer data, unless a separate written agreement explicitly states otherwise.

6. How We Use Information

We may use information to:

- Provide and operate ReliableSuite
- Authenticate users
- Process business transactions
- Deliver invoices and documents
- Send business communications
- Provide WhatsApp integrations
- Deliver customer notifications
- Maintain audit records
- Monitor system reliability and security
- Prevent abuse or unauthorized activity
- Provide technical support
- Improve our products and services
- Fulfil contractual obligations
- Meet legal or regulatory requirements

We do not sell customer personal information to third parties.

7. Legal Basis and Business Instructions

When ReliableSuite processes information on behalf of a customer organization, the customer generally determines the purpose and lawful basis for processing that information. ReliableSuite processes such information according to the customer's instructions, the applicable ReliableSuite agreement, applicable laws, platform requirements, and legitimate requirements for providing and securing our services.

Customers are responsible for obtaining any consent or authorization required before sending communications to individuals through WhatsApp or other channels.

8. Sharing of Information

We may disclose or transmit information to third parties only where necessary to provide ReliableSuite services, fulfil customer instructions, comply with law, or protect our systems. These third parties may include:

- Meta Platforms and WhatsApp
- Cloud infrastructure providers
- Email and SMS providers
- Payment processors
- Hosting providers
- Analytics or monitoring providers
- Authorized integration partners
- Government or regulatory authorities where legally required

We require service providers handling information for ReliableSuite to use appropriate security and confidentiality measures.

9. Meta and WhatsApp

When a customer enables WhatsApp Business functionality, certain information is transmitted through Meta's systems as necessary to provide WhatsApp messaging. The business using ReliableSuite remains responsible for its own use of WhatsApp and compliance with Meta and WhatsApp terms and policies. Users should also review Meta's and WhatsApp's own privacy policies to understand how those companies process information.

10. Data Security

ReliableSuite uses administrative, organizational, and technical safeguards designed to protect information from unauthorized access, modification, disclosure, accidental loss, destruction, and misuse. Security measures may include:

- Authentication and role-based access controls
- Encryption
- Secure API communication
- Tenant isolation
- Audit logging
- Restricted administrative access
- Secure credential and token management
- Backup and recovery controls
- Monitoring and incident-response procedures

No internet-based service can guarantee absolute security.

11. Authentication Credentials and API Tokens

ReliableSuite may securely store authorization credentials, identifiers, or tokens required for third-party integrations, including authorization information relating to Meta or WhatsApp Business Platform. Such credentials are used only to perform authorized integration functions and are protected using security controls appropriate to their sensitivity. Customers may revoke or disconnect integrations where supported by the relevant service.

12. Data Retention

ReliableSuite retains information only for as long as reasonably necessary for providing contracted services, maintaining financial and transaction records, business continuity, audit requirements, resolving disputes, legal and regulatory obligations, and fraud and security prevention. Retention periods may vary depending on the type of information, customer configuration, contractual terms, and applicable law. When data is no longer required, it may be securely deleted or anonymized.

13. Customer Messages and Documents

Where ReliableSuite processes WhatsApp messages or attachments on behalf of a customer, message data may be retained within ReliableSuite according to the customer's configuration, contractual requirements, applicable law, and the operational requirements of the ERP system. Meta separately processes message data within the WhatsApp infrastructure according to its own applicable terms and privacy practices.

14. International Data Transfers

ReliableSuite and its technology providers may process information in jurisdictions different from the location of the customer or end user. Where required, appropriate contractual, organizational, or technical safeguards may be used for international data transfers. Customers should contact ReliableSuite if they have specific data-residency or regulatory requirements.

15. Children's Information

ReliableSuite is designed for businesses and organizations and is not intended for direct use by children except where a customer organization uses ReliableSuite for a legitimate institutional purpose and has appropriate authority to process such information.

16. Rights of Individuals

Depending on applicable law, individuals may have rights concerning their personal information, including rights to:

- Request access
- Request correction
- Request deletion
- Restrict processing
- Object to certain processing
- Request data portability
- Withdraw consent where processing is based on consent

Requests relating to information controlled by one of our business customers may need to be directed to that organization. ReliableSuite will assist customers with legitimate privacy requests where reasonably required.

17. Data Deletion Requests

Individuals and businesses may request deletion of personal information associated with ReliableSuite where legally permitted. Requests may be submitted using the contact details below. When a request concerns data controlled by a ReliableSuite customer, we may refer the requester to that customer because the customer determines how that information is processed. Certain information may need to be retained where required for accounting, contractual, fraud-prevention, regulatory, or legal purposes.

18. Third-Party Integrations

ReliableSuite may integrate with services operated by other companies. Use of such third-party services is subject to the applicable terms and privacy policies of those providers. ReliableSuite is not responsible for the independent privacy practices of third-party platforms.

19. Cookies and Website Information

ReliableSuite websites and online portals may use cookies or similar technologies to operate authenticated sessions, maintain security, remember user preferences, measure system performance, and improve website functionality. Where required by applicable law, users may be provided with additional cookie controls.

20. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect product changes, new integrations, legal requirements, security practices, or business operations. The updated policy will be published on the ReliableSuite website with a revised Last Updated date. Material changes may also be communicated to customers where appropriate.

21. Contact Us

For privacy questions, data-access requests, deletion requests, or concerns regarding ReliableSuite's handling of information, contact:

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