# StockTrack Privacy Policy

Last updated: 23 November 2026

## Information we collect

We collect personal information from you, including information about your:

- Name and Accredo username, and your company PIN
- Which StockTrack features you have been given access to
- Stock, product, order, and customer data
- Photos and barcode scans
- Crash and diagnostic information, such as your device model, operating system and app version, and technical details of any error

## Why we collect your personal information

We collect personal information in order to provide and support the StockTrack app's core functionality. This includes authenticating users against their company's Accredo system, and retrieving and updating stock, product, order, and customer data so that warehouse and sales staff can view and manage stock.

When you sign in, the app sends your company PIN, Accredo username and password to our sign-in service, which is hosted on Microsoft Azure. The service checks that your company is set up to use StockTrack and that your Accredo login is valid, and returns your Accredo connection details and the StockTrack features you have been given access to. Your password is used only for that check and is not stored by us. We keep your company PIN, Accredo username and feature permissions so that your company's administrator can manage who can use what.

After sign-in, the app connects directly to your company's own Accredo server. Stock, product, order, and customer data is retrieved from, and sent back to, that server, and is not stored on servers operated by us. Your sign-in details are stored in your device's secure storage, and some company data is cached locally on your device to keep the app fast.

The app uses your device's camera to scan product barcodes and, where you choose, to take product photos. Barcode scans are used only to look up products. Product photos are uploaded to

your company's Accredo system and are not sent to us. We do not access your photo library.

If the app crashes or hits an error, it sends a report to our error-monitoring service so we can find and fix the problem. The report contains technical details of the error and your device and app version. We configure the app so that these reports do not include your stock, product, order or customer data, or details of the requests the app makes to your company's Accredo server.

## Who we share your information with

We do not sell your information or share it for advertising. The app does not use advertising or analytics services. Your stock, product, order and customer data is exchanged only between your device and your company's Accredo server. Sign-in details go only to our own sign-in service.

The one third party we use is Sentry, an error-monitoring service that receives the crash and diagnostic reports described above, and stores them in its EU data region. Sentry acts as our service provider and uses the reports only to provide that service to us.

## Optional information

Providing some information is optional. If you choose not to allow camera access, you will not be able to scan barcodes with the camera or take product photos, but you can still type codes in manually or use a handheld scanner.

## Your rights

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. Because your stock and customer data is held by your company in its own Accredo system, requests about that data should go to your company's administrator. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at support@onlinecomputers.co.nz.