

PROTASK – Admin Dashboard Platform Terms & Conditions

Executive Compliance Version
TTRACKTECH SOFTWARE

1. Introduction

These Terms & Conditions govern the use of the ProTask Admin Dashboard Platform operated by TTRACKTECH SOFTWARE.

2. Purpose of the Platform

The Platform supports ticket management, workflow automation, SLA monitoring, technician assignment, operational tracking, analytics, and communication systems.

3. Organization Responsibilities

Organizations are responsible for accurate operational data, lawful customer data handling, permission management, and compliance with applicable laws.

4. Account Access, Authentication & Security

The Platform uses RBAC controls, JWT/OAuth authentication, activity logging, and secure session management.

Security support:
support@ttracktech.com

5. Subscription, Billing & Payments

The Platform may operate under monthly, yearly, or usage-based subscription models.

Billing support:
support@ttracktech.com

6. Ticket, Workflow & Automation Management

Organizations may create tickets, configure workflows, assign technicians, monitor operations, and configure SLA rules.

7. Monitoring, Reporting & Analytics

The Platform may generate operational analytics, SLA reports, technician metrics, and revenue reports.

8. Communication & Notification Services

The Platform may integrate with WhatsApp APIs, SMS gateways, email systems, and push notification services.

Support:
support@ttracktech.com

9. Data Protection, Privacy & Compliance

TTRACKTECH SOFTWARE implements commercially reasonable security measures including encryption, RBAC, and secure cloud infrastructure.

Privacy support:

support@ttracktech.com

10. Intellectual Property & Platform License

All rights related to ProTask software, branding, APIs, dashboards, and system architecture remain the exclusive intellectual property of TTRACKTECH SOFTWARE.

11. Prohibited Usage

Organizations shall not misuse customer data, attempt unauthorized access, scrape platform data, or violate system policies.

12. Service Availability & SLA

TTRACKTECH SOFTWARE targets a 99.5% monthly uptime objective excluding maintenance windows and force majeure events.

13. Third-Party Integrations

The Platform may depend on AWS, Google Maps APIs, WhatsApp APIs, payment gateways, and notification services.

14. Suspension, Termination & Data Export Rights

Accounts may be suspended for payment failure, security threats, or policy violations.

Support:

support@ttracktech.com

15. Limitation of Liability

TTRACKTECH SOFTWARE shall not be liable for indirect losses, third-party failures, internet disruptions, or external operational interruptions.

16. Amendments & Policy Changes

TTRACKTECH SOFTWARE may update these Terms periodically with notice for material changes.

17. Governing Law, Arbitration & Jurisdiction

These Terms shall be governed by the laws of India.

Legal support:

support@ttracktech.com

18. Acceptance

By using the ProTask Platform, the Organization confirms acceptance of these Terms and compliance obligations.

Contact Information

TTRACKTECH SOFTWARE

support@ttracktech.com

ProTask – Smarter Operations. Intelligent Workflows.