

# Streamtime Privacy Policy

*Last updated: 20th November 2017*

Streamtime is committed to protecting your privacy and your security. We want to be as transparent as possible and never want to hide anything from our customers who trust us with their import information.

Here are our policies regarding the collection, use and disclosure of personal information we receive.

**NB: Streamtime is currently working on getting EU GDPR compliance.**

By using [streamtime.net](http://streamtime.net), [app.streamtime.net](http://app.streamtime.net) or Streamtime Classic you agree to the collection and use of information set in the Privacy Policy.

## **What we collect:**

When collecting information we do so to ensure we're providing you with the best service possible.

Account Info - we may ask you to provide us with certain information that can be used to contact or identify you. This information may include, but is not limited to your name, company name and email address.

Billing Info - when you purchase Streamtime we will ask you to provide your billing address and credit card information.

Log Data - we collect information that your browser sends whenever you visit our website. This may include information such as your computer's Internet Protocol address, browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages and other similar statistics.

Streamtime Usage - we use third parties like [Intercom](#) and [Fullstory](#) to see which features in Streamtime you interact with.

## **Do we use Cookies?**

Like many websites, we use cookies to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our website.

Cookies are files with a small amount of data, which may include anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

In addition, we use third parties like [Google Analytics](#) and [Mixpanel](#) for website analytics. You may opt-out of third party cookies from Google Analytics and Mixpanel on their respective websites.

## **Google Ad Network**

Our website uses the Google AdWords remarketing service to advertise on third party websites (including Google) to previous visitors to streamtime.net. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network.

Google use cookies to serve ads based on someone's past visits to our website. Of course, any data collected will be used in accordance with our own privacy policy and [Google's privacy policy](#). You can opt out of Google's use of cookies by visiting [Google's Ad Settings](#).

## **How do we use the info we collect?**

We may use your information in the following ways:

Personalise your experience - we want nothing more than to provide you with the best experience possible. The info you provide helps us create your account and to better respond to your needs.

Improve customer service - the more informed we are the quicker we can help you. Your information helps us to effectively respond to your customer service requests and support needs.

Improve our product - we want Streamtime to be the best it can be. The info we receive via third party applications like Intercom and Fullstory help us to make informed decisions on product direction and improvements.

To send periodic emails - to advise you of handy things like product updates, training webinars and useful tips.

Pay the bills - we do need to bill you for our services. In the very unlikely case of a sale, merger, consolidation, or acquisition, we may also have to transfer your information. Your email address may also be used to send you information, respond to inquiries, and/or other requests or questions.

## **Sharing & Disclosure**

Your information whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested, or under compulsion of law or court order.

## Security

We implement a variety of security measures to maintain the safety of your personal information.

All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology.

Credit card details stored on site are encrypted using 256bit AES encryption.

We use BNZ to process all credit card transactions and their privacy policy can be found [here](#).

Your Streamtime database is hosted on Amazon's AWS servers and you can view their privacy & security policies on their [website](#).

If you are a Streamtime Classic customer your system is FileMaker based (the FileMaker privacy policy can be found [here](#)) and you are responsible for managing your own FileMaker Server.

If Streamtime agrees to provide hosting services to you in connection with the use of our Streamtime Classic then that service is as per section 9 of our terms. These server providers have their own privacy policies: Blue Pineapple (Amsterdam), Servers Australia (Melbourne), Amazon Web Services & Servers Australia (Sydney), Nimbus Hosting (London), Productive Computing (New York).

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

## Changes

Any changes to this privacy policy will be updated here. You should check back occasionally just to see if we've made any updates.

## Contact Us

If you have any questions about this privacy policy please [contact us](#).

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