



# Privacy Policy

## **Types of Data and Information Collected by ContactMonkey**

We collect various types of information in order to improve services for our clients.

This includes information you provide to us when you sign up for our services.

We also collect data required to provide the services requested by clients who have registered to access ContactMonkey's password-restricted services. By creating an account with ContactMonkey, users also accept ContactMonkey's Term and Conditions.

In order to provide the agreed-upon services, the following data is collected through the ContactMonkey add-in and client extensions.

- Information about the device used to access our service
- Information about how our service was used (e.g. the number of requests to our service) as well as events such as device events like crashes etc
- Other log information (which may include Internet Protocol Address or other information or identifiers that may uniquely identify your account or browser or device)
- Information about your location (e.g. used to identify your time zone settings)
- Information about your ContactMonkey add-in version. When you install/uninstall or use one of our add-in or extension the service may send version information
- Email subject lines, Recipient email address and/or distribution list names entered in the To and CC fields
- Destination of Hyperlinks in order to uniquely track them
- Cookies or other anonymous identifiers may be sent to your devices and may be used when you interact with our site or service

## **How Collected Data is Used**

In addition to data required to provide services to registered users and as outlined in our Terms of Use, we also process personal data for certain legitimate business purposes, all of which have been carefully considered and whose principle aim is to deliver an enhanced customer experience

For example, some business purposes for data processing include:



## **Service Monitoring and Improvements**

- To deliver relevant and sometimes urgent communication regarding your use of the Services, including but not limited to transactional notices regarding: maintenance, downtime, new or updated features, and other product and policy updates
- To monitor and understand visitor interest in particular features, products, themes, and topics for the purpose of improving user experience and the performance and relevance of our Services
- To determine the effectiveness and relevance of promotional campaigns and advertising
- To identify and prevent fraud or violations of our Terms of Use
- Performing any other function that we believe in good faith is necessary to protect the security or proper functioning of our services.

We will ask you for your permission before your information is used for any purpose not covered in the Privacy Policy.

## **Data That May Be Shared and How Data is Protected**

Your personal information including information will not be shared with 3rd parties, individuals or organizations outside of ContactMonkey Inc unless we have your consent, or if either of the following apply;

### **Legal Reasons**

Personal information will be shared outside of ContactMonkey Inc. if we have a good-faith believe that the information is reasonably necessary to;

- meet applicable laws, regulations, legal processes or enforceable governmental requests
- enforce applicable Terms of Service, including investigating potential violations
- detect, prevent, or address fraud, or security issues.
- Protect against harm to the rights, property or safety of ContactMonkey Inc, our users, or the public as required or permitted by law.

Anonymous information (for example, service usage statistics or general trends) may be shared outside of ContactMonkey Inc.

### **Add-in and Extension**

Our Privacy Policy applies to services offered by ContactMonkey Inc



Our Privacy Policy does not apply to services offered by other companies or individuals, or any sites that may be linked to from our website, or from companies that link to, or otherwise advertise our service.

We do not transmit or store any part of your email other than the hyperlinks, subject, recipients or distribution list name.

### **Privacy Policy Changes**

Our Privacy Policy may change periodically. Any changes will be updated on this page and on on [www.contactmonkey.com/privacy](http://www.contactmonkey.com/privacy).