

Piwik Pro

Description

The Piwik PRO Marketing Suite allows users to quickly gain powerful insights with data segmentation, data activation, user-centric reporting, and painless tag implementation while ensuring complete data security. Moreover, with Piwik PRO Intranet Analytics you get an in-depth understanding of your organization's internal communication system.

Privacy Policy

August 18, 2016

This Privacy Policy describes the information collected by Piwik PRO ("Piwik PRO", "us", "we"), how that information may be used, with whom it may be shared, and your choices about such uses and disclosures. By visiting <https://piwik.pro> (the "Site") and/or using the cloud-based hosting, analytics, and other related cloud services owned and governed by Piwik PRO Sp. z o.o. (together with the Site, the "Services"), you are accepting the practices described in this Privacy Policy. This Policy forms are an integral part of the [Piwik PRO Cloud Services Agreement](#), which is incorporated by reference. Any capitalized term used but not defined in this Policy will have the meaning defined in the Cloud Services Agreement.

Please read this Privacy Policy carefully when using the Site and/or Services.

The Information Piwik PRO May Collect

Information You Provide

1. Piwik PRO may collect and store any personal information you enter through the Services and/or the Site. This may include information such as your name, e-mail address, company name, credit card information and/or support information (collectively, "Services Information"), as well as any information, images, text, files, materials, content and other data you or your end users may send, receive, upload, retrieve, and/or otherwise transmit or recover (collectively, "Subscriber Data"). Services Information and Subscriber Data (collectively, "Information") are information located on the systems of Piwik PRO, yours, or a third party (such as Amazon Web Services, LeaseWeb, Intercom or Braintree) which allows Piwik PRO to provide the Site and perform the Services. No system can be completely secure. Therefore, Piwik PRO does not promise, and you should not expect, that such Information may not be inadvertently collected and that it will remain secure. Piwik PRO will not review, share, distribute, or reference any such Subscriber Data except as provided in the Piwik PRO Cloud Services Agreement, or as may be required by law. In order to provide the Site and/or Services, it may be necessary for the Piwik PRO to access, store and retain

Subscriber Information for purposes such as service enablement, billing, client support, customization, training or other services.

2. Piwik PRO does not store any user financial information, even though we may request information about you and your credit card and/or bank account. Piwik PRO does not store certain financial data due to its use of third party agents, such as Braintree, as its financial transaction facilitator. That financial information is handled, processed, and stored by the third party financial transaction processing companies and is subject to such third parties' policies. For more information regarding the security of your personal information related to payment processing, visit Braintree's [Security Infrastructure](#) and [Privacy Policies](#). To the extent that Piwik PRO uses third party providers such as Braintree for financial transaction services, we believe that such third parties take the privacy of your personal information seriously and will use your information only in accordance with the terms of their privacy policies.

2. Information Collected Automatically

1. Like many sites on the Internet, the Site automatically collects technical information when you visit the Site or use the Services. This information may include your IP address, your browser type and language, access times, the content of any undeleted cookies that your browser previously accepted from Piwik PRO (see "Cookies" below), and the referring website address. This information is used to identify your internet browser, store your user preferences, authenticate user sessions and provide services. We may also combine all of this non-identifying information with other non-identifying information to infer trends or demographic characteristics.
2. We respond to web browser-based do-not-track ("DNT") mechanisms.
3. You may opt-out from all marketing and advertising tools trackers installed on the website by responding [here](#).

3. Cookies and Use of Cookie Data

1. Like many sites on the Internet, when you visit the Site and/or use the Services, Piwik PRO may assign your computer one or more cookies to facilitate access to the Site and/or Services and to personalize your online experience. Through the use of a cookie, Piwik PRO also may automatically collect information about your online activity on the Site and/or Services, such as the web pages you visit, the time and date of your visits, the links you click, and the searches you conduct on the Site and/or Services. Piwik PRO may use this data to better understand how you interact with the Site and/or Services, to monitor aggregate usage by our users and web traffic routing on the Site and/or Services, and to improve the Site and our Services. Most browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you choose to decline cookies, please note that you may not be able use some of the interactive features offered on the Site and/or Services. In addition, please be aware that other parties may also place their own cookies on or through the Site and/or Services, and may collect or solicit personal information from you. Other cookies may reflect de-identified demographic or other data linked to the registration data you have submitted to Piwik PRO in hashed, non-human readable form. No personally identifiable information is contained in these cookies.

4. Information Collected by Third Parties

1. Piwik PRO may use third party software and/or widgets that are integrated into the Site and via the Services, such as Intercom. These companies may collect information from you, such as your name and your email address. They may also use tracking technologies, such as

cookies, to collect information about users who view or interact with their software and/or widgets.

2. You understand and agree that third parties' use of information they collect from you is governed by their privacy policies, and Piwik PRO's use of such information is governed by this Privacy Policy. Intercom's privacy policy is located at <https://docs.intercom.io/pricing-privacy-and-terms/intercom-inc-privacy-policy>.
5. Agents
 1. Piwik PRO employs or engages other companies and individuals (including but not limited to its affiliates, Amazon Web Services, LeaseWeb, Braintree and Intercom) to perform business functions on behalf of the Site and/or Services. These persons may be provided with personal identifying information required to perform their functions, but are prohibited by contract from using the information for other purposes. These persons engage in a variety of functions which include, but are not limited to, providing hosting services, analyzing data, providing marketing assistance, processing credit card payments, and providing user services.
 2. The Site and Services are by default hosted on LeaseWeb and your Subscriber Data is stored through LeaseWeb data storage, databases and general applications. They store your data on a secure server behind a firewall. Storage of Subscriber Data is governed by LeaseWeb's privacy policy and procedures which can be found here: <https://www.leaseweb.us/legal>
 3. You will be informed if the Services are hosted on Amazon Web Services and your Subscriber Data is stored through Amazon Web Services data storage, databases and general applications. They store your data on a secure server behind a firewall. Storage of Subscriber Data is governed by Amazon Web Services' privacy policy and procedures which can be found here: <https://aws.amazon.com/privacy/>
 4. LeaseWeb and your Subscriber Data is stored through LeaseWeb data storage, databases and general applications. They store your data on a secure server behind a firewall. Storage of Subscriber Data is governed by LeaseWeb's privacy policy and procedures which can be found here: <https://www.leaseweb.us/legal>
 5. Any supplied billing information (if collected by and through the Site and/or Services, as opposed to being directly inputted and collected by and through third parties such as Braintree) shall be encrypted for transmittal to a third party intermediary for processing. Such billing information is used only to bill you for those purchases you choose to make through the Site and/or Services. The process is designed to protect your billing information against unauthorized misappropriation by third parties. As the technological landscape is constantly changing, no security system is absolutely secure. Therefore Piwik PRO cannot and does not guarantee complete security of any of its databases and information contained therein, nor can Piwik PRO guarantee that any supplied information will be absolutely secure from interception during transmission to the Site and/or Services over the Internet.

How Piwik PRO Uses the Information It Collects

Piwik PRO may use information that it collects as described above to:

- deliver the services that you have requested.
- provide you with customer support.
- enforce or exercise any rights in Piwik PRO's Cloud Services Agreement.
- perform functions as otherwise described to you at the time of collection.

Piwik PRO may also release your personal information to a third party in order to protect, establish, or exercise our legal rights or defend against legal claims; comply with a subpoena, court order, legal process, or other legal requirement; or when we believe in good faith that such disclosure is necessary to comply with the law, prevent imminent physical harm or financial loss, or investigate, prevent, or take action regarding illegal activities, suspected fraud, threats to our property, or as necessary or appropriate in connection with an investigation of fraud, intellectual property infringement, piracy, or other unlawful activity.

You can choose which communications you receive from us through your settings within the Site and Services.

Third-Party Websites

There are a number of places on the Site and the Services where you may click on a link to access other websites that do not operate under this Privacy Policy. For example, if you click on a referrer website link on the Site or the Services, you may be taken to a website that Piwik PRO does not control. These third party websites may independently solicit and collect information from you, including personal and financial information. Piwik PRO recommends that you consult the privacy statements of all third party websites you visit by clicking on the “privacy” link typically located at the bottom of the webpage you are visiting.

Children’s Privacy

Piwik PRO forbids the use of the Site and Services to individuals age 18 and below, without the consent of a parent or guardian over the age of 18. Piwik PRO does not knowingly collect personal information from children under the age of 13.

Visiting the Site and Services From EEA (European Economic Area) & Switzerland

If you are located in the EEA (European Economic Area) and Switzerland, Subscriber Data will remain in Germany and/or in the Netherlands where our servers are located and where it will be processed and stored on services owned and operated by Amazon Web Services or LeaseWeb, except for any Subscriber Data that is collected by Intercom. If you are located in the EEA (European Economic Area) & Switzerland and/or require all your Subscriber Data to be stored according to EU data protection regulations, you must contact support@piwik.pro to disable Intercom services. We will take all steps reasonably necessary to ensure that Information is treated securely and in accordance with this Privacy Policy. We will not take steps to ensure compliance with applicable laws in each customer’s country of residence. By registering for the Site, by accessing the Services, and/or by emailing us, you expressly agree to such transfer and disclosure.

Visiting the Site and Services From the United States

If you are located in the United States, Subscriber Data will remain in the United States where our servers are located and where it will be processed and stored on services owned and operated by us and our agents. We will take all steps reasonably necessary to ensure that Information is treated securely and in accordance with this Privacy Policy.

Notice to California Users

Subject to the limitations under California Civil Code § 1798.83, if you are a California resident and have an established business relationship with us, you may ask us to provide you with a list of certain categories of personal information that we have disclosed to third parties for their direct marketing purposes during the immediately preceding calendar year. You may also request the identity of certain third parties that received your personal information from us for their direct marketing purposes during the immediately preceding calendar year. You may make a request as described hereinabove once a year.

To make such a request, you can contact us at legal@piwik.pro or mailing us at: Piwik PRO, 222 Broadway, New York, NY 10038. Please mention in your communication that you are making a “California Shine the Light” inquiry. We will respond within thirty (30) days.

Visiting the Site and Services From Outside the United States and Outside of the EEA (European Economic Area) & Switzerland

This Privacy Policy is intended to cover collection of information on the Services from residents of the United States. If you are visiting the Site or using the Services from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States or in any other jurisdiction where Piwik PRO, Amazon Web Services, LeaseWeb, Braintree, Intercom, or other third party provider maintains servers. By using the Site and/or Services, you understand that your information may be transferred to Piwik PRO, Amazon Web Services, LeaseWeb, Braintree, and/or Intercom’s facilities and those third parties with whom any of these parties shares it as described in the such party’s privacy policy and that your information may therefore become subject to the laws of the jurisdiction(s) in which that party or its facilities are located. You are responsible for ensuring that your data conforms to all local data protection laws.

If you are located outside the United States, Subscriber Data will be transferred outside of your country to the United States where our servers are located and where it will be processed and stored on services owned and operated by Amazon Web Services or LeaseWeb. By registering for the Site, by accessing the Services, and/or by emailing us, you expressly agree to such transfer and disclosure.

If you are located in the European Union, Subscriber Data will remain in Germany and/or in the Netherlands where our servers are located and where it will be processed and stored on services owned and operated by Amazon Web Services or LeaseWeb with the exception of Intercom services. If you require all your Subscriber Data to be stored according to EU data protection regulations, please contact support@piwik.pro to disable Intercom services. We will take all steps reasonably necessary to ensure that Information is treated securely and in accordance with this Privacy Policy. We will not take steps to ensure compliance with applicable laws in each customer’s country of residence. By registering for the Site, by accessing the Services, and/or by emailing us, you expressly agree to such transfer and disclosure.

Changes to the Privacy Policy

Piwik PRO will occasionally update this Privacy Policy. When Piwik PRO posts changes to this Privacy Policy, it will revise the date at the top of this Privacy Policy. Piwik PRO recommends

that you check the Site from time to time to inform yourself of any changes in this Privacy Policy or any of Piwik PRO's other policies.

Piwik Opt-Out

<https://piwik.pro/opt-out/>