

# Easy Remote - Privacy Policy

**Last Update: February 17, 2021**

## **Introduction**

This privacy policy applies to your use of the software application EASY REMOTE (referred as “App”, including all related products and services) which are provided by Kraus und Karnath GbR (referred as “Us”).

We respect privacy and your rights to control your personal information. Data Protection is one of our top priority business goals and we want to be as clear as possible about the data we collect and why we collect it.

## **How to contact us**

If you have any questions or inquiries regarding this privacy policy or how we use your personal information, please send an email to [info@easyremote.app](mailto:info@easyremote.app) with subject “privacy”.

Unless otherwise stated, Kraus und Karnath GbR is a data controller for personal information we collect through the App and Website, subject to this privacy policy. The data protection officer of Kraus und Karnath GbR can be contacted via email or at our address:

Graf-Adolf-Str. 41, 40210 Düsseldorf, Germany

## **Why we collect data**

The prime purpose for collecting data is to provide you the best experience with the App “EASY REMOTE”. We use the collected data to improve and personalize your overall experience and the following purposes:

- Customer Support
- Product Improvement
- Future Product Development
- Security, Safety, and Dispute Resolution
- Product Performance Analysis
- Communications and Product Announcements

## What kind of data we collect

We collect the following kinds of data:

- 1) Personal information
  - a. Name
  - b. Email address
  - c. Location data
  - d. IP address
  - e. Social identifiers (e.g. Twitter or Facebook user ids)
  - f. Mobile device model, brand and operating systems
  - g. Payment information (e.g. anonymized payment IDs)
  
- 2) Non-personal information
  - a. App Performance Information: e.g. anonymized crash information to help us identify errors and improve the app and services
  - b. App Activity information: e.g. general app usage indicators or specific usage events in the app.
  
- 3) Children
  - a. The App does not target and is not intended to attract children. We do not knowingly solicit personal information from children or send them requests for personal information. If a parent or guardian becomes aware that his or her child has used the App and unknowingly send us personal information, without their consent, please contact us via email. We will delete the information within a reasonable time.

For your convenience and safety we explicitly DO NOT collect the following personal information:

- Account information: The App does NOT require a personal account or registration to stream videos. You can use the App without providing any personal information like name or address.
- Credit card information: We do not request, collect or process any credit card information from you. All purchase data is handled by the providers of the mobile platform iOS (Apple).

## **How we collect data**

### **1) Information you provide to us**

When sending us an email or contacting us via a third-party service (e.g. Twitter, Facebook, Youtube) we use the information you provide to Us for customer service and improving our apps. We do not share this data with outside parties except to the extent necessary to complete your request, e.g. support requests or information about our apps. Please note that we have no influence on how your personal information is collected or used by third-party services like Twitter, Facebook and Youtube, when you use them to interact with us. Please refer to their respective privacy policies for more information on how they handle your privacy.

### **2) Automatic data collection in the App**

This app automatically collects anonymized diagnostics data for analytics purposes crash reporting and improving the service. The user can opt out from analytics data collection in the settings. The app does not collect any personal user data and does not send any personal user data to third parties.

### **3) Cookies**

When using our websites, cookies may be stored on your computer. Cookies are small text files that are stored on your hard drive and through which certain information flows to us. Cookies cannot run programs or transmit viruses on your computer. They serve to make the Internet offer more user-friendly and effective overall. We use them out of legitimate interest on the basis of Art. 6 para. 1 sentence 1 lit. f) GDPR. Our legitimate interest is the optimization of our websites. We use the following type of cookies, the scope and functionality of which are explained below:

#### **Transient cookies**

Transient cookies are automatically deleted when you close the browser. This includes session cookies in particular. These store a so-called session ID, with which various requests from your browser can be assigned to the joint session. This enables your computer to be recognized when you return to our website. The session cookies are deleted when you log out or close the browser.

#### **Temporary and permanent cookies**

Temporary or permanent cookies are used to recognize a session and help to make certain functions possible. Temporary or permanent cookies are stored in the user's browser for a specified time or permanently and are deleted automatically after the specified time.

In principle, no personal data is stored in cookies, only an anonymized online identifier. You can configure the browser settings according to your wishes and refuse to accept cookies. In this case, however, it may not be possible to use all functions of our websites.

We use cookies to personalize content, to be able to offer functions for social media and to analyse access to our websites. We also share anonymized information about your use of our websites with our social media and analytics partners. Our partners may combine this information with other data that you have provided to them or that they have collected as part of your use of the services. You give your consent to our cookies if you continue to use our website.

According to the law, we can save cookies on your device if they are absolutely necessary for the operation of this page. We require your permission for all other types of cookies. Some cookies are placed by third parties that appear on our websites. Please refer to the respective third-party privacy policy for information on how they handle your data.

### **How we share data**

We do not sell personal information about our customers. We may share information with the following types of third parties as described in this privacy policy.

- **Third Party Vendors:** We use third-party providers to carry out services like website and email hosting. Personal information may be stored by these providers for fulfilling the service, for example your email address may be stored by our email provider.
- **Sharing and Disclosure of Aggregate Data:** We may share data in an aggregated, anonymized or other form which does not enable the recipient of such data to identify you. We share this data with third parties for business purposes, for example industry analysis.
- **Sale or Merger:** We may share your non-personal and personal information in the event of a merger, acquisition, or sale of all or a portion of our assets. We may also notify you via email or a prominent notice in the App.

We only share your personal information as necessary, such as to complete a transaction or to provide a product or service you have requested or authorized and only with vendors or agents working on our behalf for the purposes described in this privacy policy. In this case, your personal information will be shared with these agents or contractors but only for the purpose of performing services on behalf and under instructions of Us and in accordance with this privacy policy.

## **Data security, storage and retention**

We are committed in protecting the security of your personal information. However, while we take reasonable physical, electronic, and procedural precautions to guard the personal information we collect, no security system is impenetrable. We use appropriate technical and organizational tools based on industry standards to protect your personal information and help prevent information about you from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. Furthermore, we limit access to personal information to authorized employees and contractors who need to know that information in order to operate, develop or improve our App and related products or services.

**Storage:** Personal information collected by Us may be stored, processed and transferred in or between your region, in the United States, or in any other country where our partners and service providers are located or maintain facilities.

**Retention:** We will retain your personal information for as long as we deem it necessary to enable you to use the App, to comply with applicable laws, resolve disputes with any parties and otherwise as necessary to allow us to conduct our business. All personal information we retain will be subject to this privacy policy. If you have a question about a specific retention period for certain types of personal information, we process about you, please send an email.

## **Data accuracy, take-out and modification**

We rely on you to ensure that your personal information is complete, accurate and current. Please inform us promptly of any changes to, or inaccuracies of, your personal information us via email. You can ask us for a copy of the personal information we hold about you at any time by. You can also inform us of any changes to your personal information, or if you want us to correct the personal information, we hold about you.

## **Revoke Consent / Opting-out of services / Data deletion**

You can revoke consent and stop all automatic collecting of data by the App by uninstalling the App from your iOS device. A request for deletion of personal information collected by the App is not necessary in the EEA territory, as the App does not collect any personal information at all in the EEA territory, only non-personalized data.

You can revoke consent and request deletion of all personal information we received from you, e.g. via email or social media. Please add all necessary information we need to identify your person, e.g. email address and

social media account. Please note that we will not be able to give you any support or service when you have explicitly opted-out, until you explicitly opt-in again by writing an email to Us.

## **Changes**

We may modify or update this privacy policy when necessary to reflect customer feedback and changes in the App. Please review it regularly. When we update this policy, we will revise the 'Last Update' date at the top of the policy. We encourage you to regularly review this policy to learn more about how we are using and protecting your information. If you do not comply with the latest privacy policy, please delete the app from all of your devices and stop using our services as described.