

Easy Remote - Privacy Policy

Last Update: February 21, 2022

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 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. Streaming device model, brand and firmware
 - h. 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, specific usage events in the app, anonymized data about the videos which are streamed by the app, either successfully or with error, including information about websites containing the video.
 - c. Website Activity information: Anonymized usage statistic data to improve the Website and for business analytics purposes.

- 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 visited the Website or 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. [Twitter privacy policy](#), [Facebook privacy policy](#), [Instagram privacy policy](#), [Youtube privacy policy \(provided by Google\)](#).

2) Automatic data collection in the App

Usage Tracking:

We use industry standard Google Analytics tracking for the purposes described in section “Why we collect data”. During first start of the App, you will be prompted to give your consent to this privacy policy, including usage tracking. Afterwards you can opt-out of collecting non-personally-identifying analytics data at any time in the App Settings -> Diagnostics & Usage. We never collect any personally identifying data for any purpose unless expressly initiated by you, the user.

Ads:

All pro app editions and also all upgraded free app editions (with Ad-Blocker or Premium upgrade) of the App DO NOT use ads at all. The free app editions of the App use ads of industry standard ad providers Admob for monetization purposes. Please refer to their respective privacy policies to receive additional information on how your data is used by them ([Admob privacy policy](#)).

In the EEA territory where the GDPR applies, the free app editions serve non-personalized ads. Non-personalized ads use cookies. Outside the EEA territory (U.S and others) the free app editions serve personalized ads, based on cookies and other ad-tracking identifiers, as described in the respective privacy policies of the ad providers. To control how these identifiers are used, including the ability to reset them through your device setting, please check: [Apple iOS](#) , [Android](#).

Please note that the App, whether as a free, upgraded or pro app edition, has no influence on the personal information which may be used by third-party ads on websites that you visit. If you have issues or questions regarding ads on websites, please contact the respective website hoster.

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.
- TV or streaming service providers: We may share personal information with TV or streaming service providers like Google, Samsung, LG, Roku and Amazon to enable video casting on third party devices like TVs or streaming players. For example, the current IP address of your mobile device is needed to connect your mobile phone or tablet to the TV or streaming device.
- 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 or Android device. If you use a companion app on your TV or streaming device, you can also delete the companion app by using the guidelines to delete an app provided by the vendor of the TV or streaming 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.