

# Video & TV Cast - Privacy Policy

**Last Update: June 15, 2018**

## **Introduction**

This privacy policy applies to your use of the website video-tv-cast.com (referred as "Website") and the related software application Video & TV Cast (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@video-tv-cast.com](mailto:info@video-tv-cast.com) 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 of online video streaming with the App. 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, Facebook, Instagram, Youtube 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 platforms iOS (Apple) and Android (Google).

## 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, Instagram, 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, Instagram, 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 and Mopub 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](#), [Mopub 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) Data collection on the Website “video-tv-cast.com”

We do not use ads or usage tracking on the Website or otherwise collect any user data. We also do not set cookies on the Website. Some pages of the Website may use embedded Youtube videos to show you information and features of the App. These Youtube videos are set to “privacy-enhanced mode”, which ensures that no Youtube specific cookies are stored at the time of loading the Website. Please note that any user-initiated interaction with the video, for example clicking on it to play it, will lead to further interaction with Youtube and storing Youtube specific cookies. We have no influence on what data Youtube uses. Please refer to the respective Youtube 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 or LG 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 on the Website or 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.

Username, logins and passwords you use to access websites, accounts and services inside of the App are never accessed by Us or any other third party related with us. The operating system providers of iOS and Android as well as the provider of the websites and services must be encouraged to use industry standard security mechanisms to safeguard your personal information while signing in to your account of their service.

**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 Website and 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 or on the Website. 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.