

# Privacy Policy

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## 1 Introduction

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sonoware GmbH is hosting a support portal website in order to track down issues and release software to its customers. As most website operators, sonoware GmbH collects non-personally-identifying and personally-identifying information. In order to comply with international law and to be transparent to our customers, this privacy policy outlines what information is stored for which purpose.

The data is stored physically on a server within the offices of sonoware GmbH and can only be accessed by you and employees of sonoware that

- a) need this data in order to support you as a customer, and
- b) are bound to secrecy.

You can have a look at all your personally-identifying information stored at all times on request.

## 2 Collecting non-personally-identifying information

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All connections to the sonoware support portal will naturally be logged in the server log. The information stored contains:

- Browser type
- Language preference
- Referring site
- Date and time of visit
- IP-address

The collection of this information is required for server maintenance and security reasons. sonoware GmbH will **not** release any of this information.

## 3 Collecting personally-identifying information

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In order to be able to track down issues with products and services by sonoware, sonoware GmbH will also store personally-identifying information. The information is needed to fully support you as a customer and provide a better service.

The following information will be collected and stored if you use the sonoware support portal:

- Username
- Real name
- E-mail address
- All information and data you upload or provide to your user account
- All your actions within the support portal (visible in the section *Activity*)
- All information you enter in the various modules of the support portal (e.g. *Issues*)

Additionally, if you choose to use a git-client to access the underlying repository for the software all actions and connections through that client will be logged due to the nature of a version control system. Please keep in mind that due to this nature it is not possible to delete all information in a repository you have committed and/or pushed changes to.

sonoware GmbH will **not** use the personally-identifying information stored in any other way than to support you as a customer.

## 4 Cookies ---

Cookies are small strings of information stored locally on your device. This information will be provided to the sonoware support portal every time you return to the website in order to identify you and your preferences. If you do not wish to have cookies stored on your device, please set your browser settings to refuse cookies. This may lead to certain features of the sonoware support portal not functioning properly.

## 5 Privacy policy changes ---

sonoware GmbH may change this Privacy Policy from time to time. The current version of this document will always be linked at the login-page of the sonoware support portal. Additionally, all users will be notified whenever this Privacy Policy is changed.

## 6 Feedback ---

If you feel that any of the information stored by sonoware GmbH for the purpose of support is not required feel free to let us know. We value the privacy of our customers and only want to store a minimum of personal data as needed.