



Skynamo Privacy Policy

Version 3.1
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These terms set out how Skynamo (Pty) Ltd (“Skynamo”) collects, uses and processes the information Skynamo collects when you use the Skynamo Software (“Software”) which includes use of the mobile app, online databases, browser interfaces and documentation, and the skynamo.com website (“the Website”) respectively and sets out the rights and obligations that both you and Skynamo have in relation to the use, access, and correction of such information.

Personal Information

When we refer to personal information, we refer to information that can identify you personally. This includes, for example, your contact information, your live location or your IP address. This can also include information that is generally available about you on the Internet such as, for example, information from Facebook, Instagram etc.

If you have any questions about this privacy policy or how we deal with your personal information, you can contact us at legal@skynamo.com.

Software

Optional integrations with Google services like Calendar, Contacts and Gmail
Skynamo offers integration for the Software with Google services like Calendar, Contacts and Gmail (“Google Integration”). Should the Customer do a Google Integration, additional limits on the use of the Customer’s Google User Data will apply. Notwithstanding anything else in this Agreement, if you provide Skynamo with access to the following types of Google data, Skynamo’s use of that data will be subject to these additional restrictions:

Skynamo will only use access to read, write, modify or control Gmail message bodies (including attachments), metadata, headers, and settings to provide a web email client that allows users to compose, send, read, and process emails and will not transfer this Gmail data to others unless doing so is necessary to provide and improve these features, comply with applicable law, or as part of a merger, acquisition, or sale of assets.

Skynamo will not use this Gmail data for serving advertisements.

Skynamo will not allow humans to read this data unless we have your affirmative agreement for specific messages, doing so is necessary for security purposes such as investigating abuse, to comply with applicable law, or for Skynamo internal operations and even then, only when the data have been aggregated and anonymised.

Website

By using the Website, you accept and agree to the collection, use, and disclosure (tracking) of your personal information in accordance with the terms of this Privacy Policy. If you do not agree with the data practices set out in this Privacy Policy, you should discontinue your use of the Website.

Please note that when signing up via a Skynamo app you are accessing the website as well and above will apply as well.

Skynamo will be the Data Controller (and Responsible Party) in respect of all information collected via the Website.

Collection of Information

Why does Skynamo collect, store and process personal information?

Why does Skynamo collect, store, and process personal information? We want to continuously improve our Website, our products and how we market our products to you. We use the information we collect to make sure that you get a personalised experience when you visit our Website and also to ensure that you only receive relevant information from us.

How does the Website collect Personal Information? Your personal information is collected when you visit the Website through. This happens automatically through our use of service providers such as Google Analytics etc.

Which types of information does the Website collect, store, and process and how does Skynamo use this information? All information we collect will only be used in accordance with this Privacy Policy.

Contact Information

If you fill in any of our contact forms, we collect your name and contact details (such as e-mail address or telephone number). This information will be stored in order for us to be able to contact you about your query and, if you consent to it, to send you periodic e-mails or other marketing information, including product ads using Google platforms.

Navigational information

This refers to the information we collect about your computer and your visits to the Website. This information includes your IP address, browser type, geographical location and how long you visit our website and also which pages you visit.

Device Information

We collect information from and about the computers, phones and other web-connected devices you use to access the Website. For example, we use information collected about your use of the Website on your phone to better personalise the content or features you see when you use the Website on another device, such as your laptop or tablet. The information we collect about your device can include your hardware and software versions, operating system, browser type, plug-ins etc.

We use the navigational information and the device information in order to improve our Website and how we market our products to you.

Legal basis for processing Personal Information (EEA visitors only)

If you are located in the European Economic Area (EEA), Skynamo is the data controller in respect of the personal information collected via the Website.

We will only collect and process your personal information where processing is in our legitimate interest and where such interests are not overridden by your fundamental rights or data protection interests. These legitimate interests include collecting data analytics, which we use to develop our business, inform our marketing strategy and keep our Website updated and relevant.

There might also be certain cases where we are legally obliged to collect personal information from you. If we need to collect personal information from you in order to comply with a legal requirement, we will inform you of such and also advise whether it is mandatory for you to provide the information and the possible consequences if you don't.

Do we share your information?

We do not sell, trade, or rent your information to others. We may use third-party service providers to help us operate our business and the Website or administer activities on our behalf, such as analysing the behaviour of users of our Website or sending out newsletters or surveys. We may share your information with these third parties for those limited purposes. The processing of information on this basis will always be based on our instructions and in compliance with our privacy policy and any other appropriate confidentiality and security measures we have set in place.

Which service providers do we use?

We make use of services such as Google Analytics, HubSpot, and WordPress in order to operate and analyse the activity on our Website.

Sharing for legal reasons

We reserve the right to use or disclose your personal information if (a) we are required to do so by law; or (b) we reasonably believe that this is necessary in order to protect our rights, comply with any legal process or order of court or to investigate fraud.

Data retention

We will only retain your personal information for as long as it is required for the purpose it was originally collected unless we are required to retain it longer by law. We will therefore only retain your personal information for as long as there is a legitimate business need for us to do so. The personal data provided to our service providers will be retained in accordance with these service providers' data retention policies.

Cookies

Our Website makes use of cookies to enhance browsing experience. Your web browser places cookies on your hard drive for record-keeping purposes and sometimes to track information about you. You may choose to set your web browser to refuse cookies or to alert you when cookies are being sent. Note that some parts of the Website may not function properly if cookies are disabled.

For more information about cookies, how we use them on our Website and what your deactivation options are you can take a look at our Cookie Policy. If you choose to not disable cookies on your web browser or opt-out, we will assume that you accept the use of cookies and our use of the information collected by it.

Links to other Websites

Our Website may contain links to other Websites of interest. However, once you have used these links to leave our Website, you should note that we do not have any control over that other Website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites. Such sites are also not governed by this Privacy Policy. You should exercise caution and consider the privacy statement applicable to the website in question.

Application of this Privacy Policy and Acceptance of its Terms

By using our Website, you signify your acceptance of this Privacy Policy. If you do not agree to this policy, please do not use our Website. Your continued use of our Website following the posting of changes to this policy will be deemed your acceptance of those changes.

Changes

Skynamo has the discretion to update this Privacy Policy at any time. When we do, we will post a notification on the main page of our Website and revise the updated date at the bottom of this page. We encourage you to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. By using the Website, you acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

Accessing, updating or erasing your Personal Information

You have the right to have access to the information we collect, process and store about you. If any information is wrong, the information can be updated or be deleted – unless we have to keep that information for legitimate business or legal purposes.

For more information in this regard, you can contact legal@skynamo.com.

GDPR

For all persons whose personal information is subject to the GDPR, Skynamo progressively ensures that its processing of personal information complies with the requisite provisions.

- Under GDPR, persons in the EU have the following rights;
- The right to be informed: you are entitled to know how we use your personal information;
- The right of access, correction, and rectification: you have the right to know that your data is being processed and to have access to that data. If the information being processed is inaccurate or incomplete, you have the right to have that information corrected, rectified or deleted;
- The right to erasure: you have the right to have your information erased in certain circumstances;
- The right to opt out: if we process your personal information based on consent, you have the right to withdraw that consent at any time;
- The right to object: you have the right to object to the processing of your personal information;
- The right to restrict: you have the right to ask us to restrict the processing of your personal information;
- The right to lodge a complaint with a supervisory authority; and,
- The right to data portability.

In order to exercise any of these rights, you can contact legal@skynamo.com.

Contacting us

If you have any questions about this Privacy Policy please contact us at:

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