



Privacy Policy

1. Information about us

Datahug Limited (the "Company", "we", "us" and "our") is registered in Ireland under number 477762. We respect the privacy of all users of our website and our Services. All Personal Information is held under the strictest confidence and used and processed only for the purposes for which we collect it. This Privacy Policy applies to all of the products, Services and websites offered by us and its purpose is to outline how we deal with any personal information you provide to us while visiting our website. If you are not happy with this Privacy Policy you should not use our website or use our Services. By visiting our website, you are accepting the terms of this Privacy Policy. Capitalised terms herein have the same meaning as in the Terms and Conditions.

2. Information we collect

In order to provide our full range of Services, we may collect Personal Information and Non-Personal Information made up of the following types of information:

2.1 Personal Information

Information you provide –

When you register for an account with us, we may ask you for some personal information (such as your email address and an account password). In order to avail of the Services that we offer, you also agree to provide certain information to us (relating to your electronic communications – the "header" information of an email only (e.g. the To, From, CC, BCC, Time, Subject) but not the signature block or the content or of any email or attachment, the "header" information of calendar records (including Date, Attendees) and contact records), or to instruct and authorise third parties to either provide information about you to us or grant us access to such information. This Personal Information is only collected from you if you voluntarily submit it.

User communications –

When you send email or other communications to us, we may retain those communications in order to process your inquiries, respond to your requests and improve our Services.

2.2 Non-Personal Information

Cookies –

Our website and application use cookies to provide certain enhanced features of our Services to you. Specifically, our website uses the following cookies:

Name	Purpose	Further information
DH Application		
Desk.com: _assistly_session	This is a session cookie which allows users to be recognized within a website so any page changes or item or data selection you do is remembered from page to page	http://webassets.desk.com/new/docs/Desk.com%20cookies%20-%20Site%20Cookies.pdf
aspxauth	When you are logged in to the application, this cookie stores a value	http://www.allaboutcookies.org/cookies/cookie



	which identifies you to the site. The value is encrypted and can only be read by the server.	s-the-same.html
Website		
_utma, _utmb, _utmc, _utmz	<p>Google analytics cookies are used to track website visits to the site.</p> <p>utmz stores where a visitor comes from (search engine, search keyword, link); utma stores a user's number of visits, and the time of first visit/previous visits and current visit.</p> <p>utmb and utmc are used to check how long a visitor stays on the site, when a visit starts and ends.</p>	<p>Google privacy policy information is available here: http://www.google.com/analytics/learn/privacy.html</p> <p>You can also download the google analytics opt-out browser add-on here: https://tools.google.com/dlpage/gaoptout?hl=en</p>
Datahug.Public.Web	This cookie is used to track visits to the Datahug website and to record their email addresses if and when users provide it. Some features of the website require user email addresses and this cookie ensures that the user is only required to provide this information once.	
__RequestVerificationToken_Lw__	This cookie is a standard security mechanism included as part of the ASP.NET (the framework we use). Its purpose is to secure our forms against cross-site forgeries to make sure that data provided in forms comes from genuine users.	You can opt-out of this cookie and all of the cookies above by adjusting your browser settings as set out below.

Your browser settings will automatically allow cookies to be accepted. Should you wish to switch off this feature, you can do so by visiting the “options” or “preferences” setting on your browser. You can access these settings directly through the following links:

Cookies in Chrome: <chrome://chrome/settings/cookies>

Cookies in IE: <http://support.microsoft.com/kb/196955>

Cookies in Safari: <http://support.apple.com/kb/index?page=search&fac=all&q=cookies%20safari>

Please note that declining our cookies or asking for notification each time a cookie is being sent, may affect your ease of use of our website and the Services. For more information about cookies, please see: www.allaboutcookies.org and youronlinechoices.eu.

Log information -



When you access our websites, our servers automatically record and log information that your browser sends our website. These server logs may include information such as your web requests, Internet Protocol address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser.

Other websites -

This Privacy Policy applies to our Services only. We do not exercise control over the websites displayed as links from within our various Services. These other websites may place their own cookies or other files on your computer, collect data or solicit personal information from you. We are not responsible for the content or the privacy policies of these other websites.

3. How we use your information

We only use your Personal Information for the purposes described in this Privacy Policy. In addition to the purposes above, these include: (i) providing our Services to you; (ii) auditing, research and analysis in order to maintain, protect and improve our Services; (iii) ensuring the technical functioning of our network; (iv) developing new Services; and (v) informing you of our new products and services that the Company considers may be of interest to you.

4. Data Protection

We comply with our obligations under the Data Protection Acts 1988-2003 (the “Acts”) and all other applicable laws. We will not collect or use your information for purposes other than those described in this Privacy Policy, unless otherwise permitted or required to do so by law. In order to provide certain Services to you, your Personal Information may be transferred and stored outside of the European Economic Area but such transfer and storage will at all times comply with the provisions of the Act.

5. Information Sharing

We confirm that we will not rent, sell, or share your Personal Information with other people or non-affiliated companies except to the extent necessary provide the Services or unless (i) we have your consent; (ii) we provide such information to our subsidiaries, affiliated companies or other trusted business partners or persons for the purpose of processing personal information on our behalf (we require that these parties agree to process such information based on our instructions and in compliance with appropriate confidentiality, security and data protection measures); (iii) we have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to (a) satisfy any applicable law, regulation, legal process or enforceable governmental request, (b) enforce our Terms and Conditions, including investigation of potential violations thereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, or (d) protect against harm to the rights, property or safety of the Company, its users or the public as required or permitted by law; or (iv) your personal information is transferred to a third party as a result of a sale, acquisition, merger, reorganisation or other transfer (a “Transfer”) involving the Company. We may provide Non-Personal Information to third parties, where such information is combined with similar information from other users of our website. For example, we might inform third parties regarding the number of unique users who visit our website, the demographic breakdown of users of the applications on our website, or other activities of visitors on our website. The third parties to whom we may provide this information may include potential or actual advertisers, providers of advertising services, commercial partners, sponsors, licensees, researchers and other similar parties.



6. Security

Subject to paragraph 5 above, we restrict access to your Personal Information to the Company's employees, contractors and agents who need to know such information in order to operate, develop or improve our Services. These individuals are bound by stringent confidentiality obligations and may be subject to discipline, including termination of their contract of employment or services agreement and/or criminal prosecution, if they fail to meet these obligations. For more information on our security policies please refer to our security overview at www.datahug.com

7. Updating, Verifying and Deleting Personal Information

You may inform us of any changes in your Personal Information and in accordance with the Acts we will update or delete your Personal Information accordingly. To find out what Personal Information we hold on you or to have your Personal Information updated, amended or removed from our database, please contact us at privacy@datahug.com. Where we provide information access and correction, we perform this service free of charge, except if doing so would require a disproportionate effort. A fee may then be charged by us. When you request us to delete your account with us, your personal information will be permanently removed from our primary production servers and further access to your account will not be possible. We will also promptly disconnect any connection we had established to your accounts with third party content providers and delete all account credentials. However, portions of your personal information, consisting of aggregate data, may remain on our production servers indefinitely. Your personal information may also remain on a backup server or media. We keep these backups to ensure our continued ability to provide the Services to you in the event of malfunction or damage to our primary production servers. We also reserve the right to use any aggregated or anonymous data derived from or incorporating your Personal Information.

8. Questions

We regularly review our compliance with this Privacy Policy. Please direct any questions or concerns regarding this Privacy Policy or the Company's treatment of Personal Information by contacting us through this web site or at privacy@datahug.com. Complaints should be made in writing to us at 9 Windsor Place, Lower Pembroke st, Dublin 2, Ireland. We will respond to all complaints in writing and will cooperate with the appropriate regulatory authorities to resolve any complaints regarding the processing of Personal Information that cannot be resolved directly between us and an individual.

9. Changes to this Privacy Policy

Any changes to this Privacy Policy will be posted on our website so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. Each version of this Privacy Policy will be identified at the top of the page by its effective date. If at any time we decide to use Personal Information in a manner significantly different from that stated in this Privacy Policy, or otherwise disclosed to you at the time it was collected, we will notify you by email and you will have a choice as to whether or not we use your information in the new manner.

Last Updated: 4 December 2013