OPENWISP CLOUD PRIVACY POLICY

Last updated March 9, 2023

OpenWISP OÜ operates the OpenWISP Cloud Service (URLs https://cloud.openwisp.io, https://demo.openwisp.io and https://wifi.openwisp.io), hereby referred to as "the SERVICE".

This document is used to inform users regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our Service.

If you choose to use our Service, then you agree to the collection and use of information in relation with this policy. The Personal Information that we collect is used for providing and improving the Service. Your personal information is used solely with the purpose of providing and improving the service and will not be used or shared with any third party except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our Terms of Service Conditions, accessible at https://cloud.openwisp.io/terms-of-service.pdf, unless otherwise defined in this Privacy Policy.

INFORMATION COLLECTION AND USE

For a better experience while using our Service, we may require you to provide us with certain personally identifiable information, including but not limited to your name, phone number, country of residence and email address. The information that we collect may be used to contact or identify you.

In the demo of https://wifi.openwisp.io, we allow users to log in using their Facebook and Google accounts, in these cases we collect the minimum viable information (social network user ID, name, last name and email) to link the user's social media account to our database.

We do not use social media information nor try to access the information of the social network profile of the user in any other way, the sole purpose is to facilitate the log in.

LOG DATA

We want to inform you that whenever you visit our Service, we collect information that your browser sends to us that is called Log Data. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser version, pages of our Service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

COOKIES

Cookies are files with a small amount of data that is commonly used as an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive.

Our website uses these "cookies" for authentication purposes as well as to collect information aimed to improve our Service. If you choose to refuse essential cookies, you will not be able to use our Service.

You may refuse non essential cookies if you desire so.

SERVICE PROVIDERS

We employ third-party services for the following purposes:

- Hotjar:
    - Collect statistics aimed at analyzing and improving UX;
    - Surveys and user feedback;
- Google Cloud Services (hosting);

We want to inform our Service users that these third parties do not have direct access to your Personal Information.

SECURITY

We value your trust in providing us your Personal Information, thus we are striving to use the best security methods for protecting it.

CHILDREN'S PRIVACY

Our Services do not address anyone under the age of 13. We do not knowingly collect personal identifiable information from children under 13. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

CHANGES TO THIS PRIVACY POLICY

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

CONTACT US

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at support [at] openwisp [dot] io.