

Privacy Policy

Your data is safe.

At More than Metrics GmbH our top priority is keeping your data safe. Below you find detailed information on what happens with your data when you sign up for and use Smaply.

If you have specific questions or any doubts, please don't hesitate to get in touch with us by clicking the button below. We are usually pretty fast, but please keep in mind that we're located in Austria, CET time zone.

Send an email to support@smaply.com

Overview

More than Metrics GmbH (We) is the processor for your personal data and thus responsible for the protection of its privacy and security. This privacy policy aims to help you understand which data we collect about you, how we process it as well as to inform you about which rights you are entitled to regarding your personal data.

Our services are explicitly aimed at adults and not towards children. All services can only be used by people over the age of 18 or after reaching the age of majority according to their respective legislation.

Responsibility

Responsible for the processing of personal data is:

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More than Metrics GmbH

Museumstraße 3
6020 Innsbruck
Austria

+43 512 312 123 30
info@morethanmetrics.com

VAT ID ATU69101223
Commercial Register 421906a
CEO Marc Stickdorn

Bank
Tiroler Sparkasse Bank AG
Branch: Innsbruck Wilten
Schöpfstraße 15
6020 Innsbruck
BIC: SPIHAT22XXX
IBAN: AT152050303301532226

More than Metrics GmbH

Museumstrasse 3, 6020 Innsbruck, Austria

+43 512 312 123 20

support@smapply.com

www.smapply.com

CEO Marc Stickdorn

Commercial register FN 421906 a

Place of jurisdiction Innsbruck, Austria

General remarks on the processing of personal data

In principle, we exclusively process personal data which you have entered yourself whilst registering and/or using our services. We use this data to understand how you utilize our services, improve them as well as to fulfil legal obligations. The personal data we have about you will never be sold or passed onto third parties and will only be used for internal purposes. Within our company, only a small number of carefully selected people have access to your personal data. The only exception we have is when laws, courts or authorities require us to share personal data. In such a case we will inform you as soon as possible about the sharing of your personal information as well as which data we had to share and we will always disclose the least amount of personal data legally possible.

We collect the following personal data from you:

- E-mail addresses, name (for authentication and, if signed up for, our newsletter).
- IP-addresses (for usage enhancements, spam protection as well as server monitoring).
- Payment information (For processing payments).
- Uploads and entries made to Smapply (for providing Smapply's full functionality).

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- Usage statistics (for error and server monitoring).

We do not process any sensitive personal data.

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How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Use our services and/or website (i.e., enter data into Smaply).
- Sign up for our newsletter.

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How will we process your data?

We collect your data so that we can:

- Process your order and manage your account.
- Email you with information we think you might like.
- Improve Smaply's user experience.

Legal grounds for the processing of personal data

If we acquire consent for the processing of your personal data, Article 6 (1) lit a of the General Data Protection Directive (GDPR) serves as the legal basis for lawful processing of personal data.

Whenever we process personal data (e.g., e-mail address) which is needed in order to fulfil our contractual obligations, Article 6 (1) lit b GDPR serves as the legal basis for lawful processing. This section also applies to processing which takes place in pre-contractual situations.

Whenever we process personal data in order to comply with legal requirements, Article 6 (1) lit c GDPR serves as the legal basis for lawful processing.

If we process data which is necessary for safeguarding justified interests (such as spam protection, bug fixing or validating authorized access to our services) Article 6 (1) lit f GDPR serves as the legal basis for lawful processing.

Data retention and deletion

As soon as your user account is disabled, all data in the production environment is deleted immediately. Your data stored on our back-ups will be deleted after 6 weeks. Thus, all your personal data will be deleted after you deactivate your account well before we would legally be forced to do so.

However, if you explicitly wish to have your data retained so that you can pick up where you left off, we can store your data for up to 6 months. Other data we might need for billing or legal procedures will be deleted as soon as the purpose for their storage is fulfilled.

Your rights

The legal framework regulating our services grant you a variety of different entitlements you have over your personal data. The following list gives you guidance on these rights. To get more information or receive a copy of your personal data, please just get in touch with us via support@smapply.com.

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Right to access

We only collect data that is essential to providing the service to you: email address and name to authenticate you, invoice details to meet Austrian law and some key usage data like error logs to fix bugs and improve the software. That's it. If you wish to have access to the personal information we have about you, just contact us.

Right to be forgotten

This was implemented in Smaply from day one: When you unsubscribe from Smaply all your data will be deleted from the production system immediately. Within 6 weeks it will also be gone from all our backups (we keep backups for 6 weeks by default; after that they will be deleted automatically).

Right to rectification

If you have any issues such as data containing wrong or inaccurate information about you, you can update it anytime by just letting us now via e-mail.

Right to restriction of processing

In cases where your information is not accurate, the processing is unlawful, but you do not want your data to be erased, when we do not need your personal data for processing anymore or when you think that your legitimate interests override ours when processing your personal information, you can restrict us from processing this information.

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Right to data portability

Upon request, we will send you a copy of your personal data, we have stored about you in a file format which should be readable on almost any device.

Right to object

In cases where we did not need your consent for processing your personal data, such as on the grounds of legitimate interests or the performance of a task in the interest/exercise of an official authority, you can claim that your interests override ours. If we cannot prove that our interests outweigh yours, we must then stop processing your personal data.

Right to appeal

If you believe that our processing of your personal data is violating data protection laws or your rights have otherwise been infringed by our data processing practices, you can file a complaint to the competent supervisory authority.

In Austria, the supervisory authority is the “Österreichische Datenschutzbehörde”.

Österreichische Datenschutzbehörde

Wickenburggasse 8

1080 Wien (Vienna)

Telefon: +43 1 52 152-0

E-Mail: dsb@dsb.gv.at

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Third party data providers

Smaply by More than Metrics GmbH tracks only essential usage data to be able to keep the service online and on the other hand improve the service experience. In addition to the hosting partners above we collaborate with a few more service providers to provide you with the best-possible experience when using Smaply. While we make sure to anonymize usage data before sharing it with 3rd parties wherever possible, we still want to let you know which 3rd party-providers we cooperate with and why. In addition to checking every provider carefully before interacting with them we have Binding Corporate Rules and/or Standard Contractual Clauses and/or Technical and Organizational Measures in place for each of them.

Find a comprehensive list of all our third party data providers [here](#).

Data processing agreement

Every newly registered user of Smaply has to read and acknowledge the basic information about privacy and security. In addition to that we do have a standard data processing agreement (DPA) in place which you can find here: <https://www.morethanmetrics.com/terms-and-conditions.html>. It is available both in German and English and is pre-signed by us. If you have special requirements for your DPA it is of course possible to set up a specific agreement. To do so, please get in touch with us via support@smaply.com.

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Cookies

We use cookies in order to provide the best possible user experience.

We use cookies in order to provide a smooth and easily accessible service to you. Not only do cookies allow us to record important information about you to improve our services, but also to analyze how our services are being utilized.

By using our services and having cookies enabled on your device, you agree to the processing of cookies.

A cookie can be thought of as a digital identity card which lets us know whenever you return to our website. Thus, we can for example remember your preferences or registration details in the future. Furthermore, cookies allow us to monitor your surfing habits to see what you are interested in and adjust our services accordingly.

While our services can, generally speaking, be used without the use of cookies, we do recommend leaving them enabled for the smoothest and most comfortable experience possible.

However, you always have the option to disable cookies through certain settings on your web browser and/or device. Please refer to your browser's/device's support section if you need further information on said matter.

If you disable all cookies (including Smaply's authentication and session cookie) we cannot guarantee that we can provide you with a satisfying service.

To see a comprehensive list of all cookies we utilize on smaply.com please click [here](#). For a comprehensive list of all cookies we utilize within the Smaply app please click [here](#).

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General remarks

We try to make the information about privacy and security as clear and easy to understand as possible and avoided "legal speech" on purpose. If have questions, need information of further detail or a more formal agreement please don't hesitate to get in touch with us. To do so, please send an e-mail to support@smapply.com.

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