# Story Point Poker Privacy Policy

## What is covered in this policy?

Your privacy is important to us, and so is being transparent about how we manage your data. The purpose of the privacy policy is to help you understand how we collect, use, and share information about you.

Story Pointer Poker is an online planning poker app consisting of our web site and web app. We refer to these as "Service" in this policy. When we refer to "we," or "us" in this policy, we mean Agile Brains ApS which controls the information we collects when you use our Service.

*If you do not agree with this policy, do not access or use our Service or interact with any other aspect of Story Point Poker*

What information do we collect about you?

We collect information when you provide it directly to us and automatically when you are using our Service, as further described below.

### Information you provide directly to us

- **Account Information**: When you register for an account we collect your e-mail and password that acts as your credentials to sign in and use the service.
- **User Content**: When you use our Service we collect and store all the content that you post including user, room and game data.
- **Customer Support Data**: Our Service include chat and e-mail customer support. We collect and store all information you choose to provide including text, screenshots, screen recordings or video recordings that would be helpful in resolving the issue.
- **Net Promoter Score (NPS)**: We regularly ask a subset of users how they like the Service. This is done through a third party NPS Score tool.

### Information we collect automatically

When you use our Service we collect the following information automatically:

- **Usage tracking**: We collect information about your navigation and actions you take when using the Service. As an example when the moderator starts a game we track that the event has happened and how many players were in the room.
- **Device and Connection Information**: We collect information about your device model, operating system, browser type, IP address, URLs of referring/exit pages and device identifiers.
- **Errors** When an unexpected error occurs we collect information about the error together with "Device and Connection Information"

- **Cookies**: We and our third-party services, such as analytics services, use cookies and other tracking technologies.

## How do we use information we collect?

- **Account information:** Your email acts as your primary identifier that is used when signing in to the Service on a new device. Your email is also used as communication channel in cases where you start a conversation with us. With your explicit consent we will also send relevant newsletters to you. We do not share your email with any other third party than our authentication, customer service and data provider (see "sharing with third parties")
- **User Content**: Room and game content is used to provide the Service for you and your team mates. We do not share this information with others. But we use aggregated data across rooms as the basis for internal KPI's in order to follow the growth of the product.
- **Customer Support Data**: Customer support data is primarily used for solving problems but since this also acts as a channel for customer feedback this also acts as data for continuously analysing customer requirements.
- **Usage Tracking**: the purpose of usage tracking is to learn and observe user behaviour in order to continuously optimise the Service going forward.
- **NPS**: We collect NPS in order to measure customer satisfaction.
- **Device and Connection Information**: the purpose of collecting device and connection information has several purposes. Device information help us provide an effective customer support since technical issues often depends on your device information. Device information is also collected each time an error occurs with the purpose of finding the root cause and fixing the underlaying problem.
- **Cookies**: Cookies are used to store information in the browser. First of all to give the end user a nice user experience and next to gather insights used for internal business purposes.

## How do we share information we collect?

Story Point Poker make use of third party services when it comes to hosting, data storage, payment, tracking, error monitoring, customer support and customer satisfaction. Therefore we share information about you to third party services in the ways discussed below. But we do not or have no intention of selling information about you to advertisers or other third parties.

### Sharing with third parties

The following third party services are used in order to offer a coherent Story Point Poker service.

- https://azure.microsoft.com is used for hosting.
- https://cloud.mongodb.com is used for storing data.

- [https://elmah.io](https://elmah.io) is used for error monitoring.
- [https://firebase.google.com](https://firebase.google.com)is used for authentication.
- [https://analytics.google.com](https://analytics.google.com) is used for tracking.
- [https://inmoment.com/wootric](https://inmoment.com/wootric)is used for collecting NPS.
- [https://www.simply.com](https://www.simply.com) is used for customer service emails.
- [https://www.cloudflare.com](https://www.cloudflare.com) is used to front all communication going through the browser and provide SSL security.
- [https://stripe.com/](https://stripe.com/) is used as payment provider. If you have signed up for a paid plan all processing of payment information is handled by Stripe.
- [https://mailchimp.com/](https://mailchimp.com/) is used for sending out emails.

# How do we store and secure information we collect?

### How we store and secure data

All Room and game data is stored through the use of cloud.mongodb.com in a European data region. We use SSL when communicating between systems in order to increase communication security and minimize the risk of man in the middle attacks.

### How we restrict access to data

Internally in Agile Brains ApS only a few designated people has access to the database. Network access to data is restricted through IP-whitelisting.

### How long we keep data

We automatically delete rooms that has not been used for more than 360 days. All other data us kept until you explicitly ask us to delete your data.

# How to access your information?

You have the right to request a copy of your information. To do so contact us through the normal support channels and we will fulfil the request within a reasonable timeframe.

# Other relevant information

### Changes to our Privacy Policy

We will post any privacy policy changes on this page and, if the changes are significant, we will give you a notice within the App or by sending you an e-mail notification.

If you disagree with any changes to this privacy policy, you will need to stop using the Service and close your accounts.

**Contact Us**

Your information is controlled by Agile Brains ApS. If you have questions or concerns about how your information is handled, please direct your inquiry to Agile Brains ApS.

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