

Re:infer Privacy Policy

Your privacy is important to us. It is Reinfer Ltd.'s policy to respect your privacy regarding any information we may collect from you across our website, <https://reinfer.io>, and other sites we own and operate.

Information we collect

Log data

When you visit our website, our servers may automatically log the standard data provided by your web browser. This data is considered “non-identifying information”, as it does not personally identify you on its own. It may include your computer’s Internet Protocol (IP) address, your browser type and version, the pages you visit, the time and date of your visit, the time spent on each page, and other details.

Personal information

Some of the data we collect is considered “identifying information”, as it can personally identify you. We only request personal information relevant to providing you with a service, and only use it to help provide or improve this service.

The personal information we process will depend on your relationship with Reinfer Ltd.

If you have made a request for a demo

In order to fulfil our legitimate interest to facilitate your request, including sending you updates and news about Re:infer products and services, we process the following information:

- Name
- Email
- Company
- Position
- Phone/mobile number (if you choose to provide it)

If you would like us to delete this information, you can use the unsubscribe link contained in any of our emails, and we will do so in a timely manner. This will be done on the understanding that we will no longer be able to provide you with a demo of any Re:infer products or other material designed to showcase its features.

If you are a Re:infer platform user

In order to perform the contract between Re:infer and your employer, including allowing you to manage your account, identify yourself on our platform and request a link to reset your password, we process the following information:

- Name
- Company
- Email

If you are a Re:infer website user

In order to fulfil our legitimate interest to facilitate your use of our website we process the following information about your visit:

- The full Uniform Resource Locators (URL), clickstream to, through and from our website (including date and time).
- Products you viewed or searched for.
- Page response times.
- Download errors.
- Length of visits to certain pages.
- Page interaction information (such as scrolling, clicks, and mouse-overs).
- Methods used to browse away from the page.

Cookies and analytics

We use cookies to make sure you get the most out of our website. Cookies are small amounts of information in the form of text files which are stored on the device you use to access our website. Cookies allow us to monitor your use of our website so that we can improve our website and your experience when using it.

You can turn cookies off if you like

Exactly how to do it depends on your browser or phone settings. Try looking in your 'Help' section, or searching for 'How to block cookies'.

If you use our chatbot

In order to fulfil our legitimate interest to facilitate your request, including contacting you at a later date, we process the following information:

- Name
- Email
- Company
- Position
- Phone/mobile number (if you choose to provide it)

If you have made an application for a job

In order to fulfil our legitimate interest to facilitate your application, including assessing your suitability and contracting you to discuss your application, we process the following information:

- Name
- Email
- Details of any qualifications or experiences contained within your CV
- Information about your entitlement to work in the UK
- Phone/mobile number (if you choose to provide it)

How we collect information

If you have made a request for a demo

We collect information by fair and lawful means, with your knowledge and consent. We also let you know why we're collecting it and how it will be used. You are free to refuse our request for this

information, with the understanding that we will be unable to provide you with the desired service without it.

If you are a Re:infer platform user

We collect the information listed above from your employer. We will let you know why we're collecting it and how it will be used as soon as practically possible once it has been collected. You are free to request that we delete this information, with the understanding that we will be unable to provide you with the desired services without it.

If you are a Re:infer website user

We collect information by fair and lawful means, with your knowledge and consent. We also let you know why we're collecting it and how it will be used. You are free to refuse our request for this information, with the understanding that we will be unable to provide you with the desired service without it.

If you have made an application for a job

We collect information by fair and lawful means, with your knowledge and consent. We also let you know why we're collecting it and how it will be used. You are free to request that we delete this information, with the understanding that we will be unable to provide you with the desired services without it. We will retain information for six months for unsuccessful candidates.

Use of information

We may use a combination of identifying and non-identifying information to understand who our visitors are, how they use our services, and how we may improve their experience of our website in future. We do not disclose the specifics of this information publicly, but may share aggregated and anonymised versions of this information, for example, in website and customer usage trend reports. If you have requested a demo, we may use your personal details to contact you with updates about our website and services, along with promotional content that we believe may be of interest to you. If you wish to opt out of receiving promotional content, you can follow the "unsubscribe" instructions provided alongside any promotional correspondence from us.

Data processing and storage

The personal information we collect is stored and processed in the United Kingdom and Belgium, or where we or our partners, affiliates and third-party providers maintain facilities. We only transfer data within jurisdictions subject to data protection laws that reflect our commitment to protecting the privacy of our users.

We only retain personal information for as long as necessary to provide a service, or to improve our services in future. While we retain this data, we will protect it within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification. That said, we advise that no method of electronic transmission or storage is 100% secure, and cannot guarantee absolute data security.

If you request your personal information be deleted, or where your personal information becomes no longer relevant to our operations, we will erase it from our system within a reasonable timeframe.

Limits of our policy

This privacy policy only covers Reinfer Ltd.'s own collecting and handling of data. We only work with partners, affiliates and third-party providers whose privacy policies align with ours, however we cannot accept responsibility or liability for their respective privacy practices.

Our website may link to external sites that are not operated by us. Please be aware that we have no control over the content and policies of those sites, and cannot accept responsibility or liability for their respective privacy practices.

Changes to this policy

At our discretion, we may change our privacy policy to reflect current acceptable practices. We will take reasonable steps to let users know about changes via our website. If you are a registered user on <https://reinfer.io>, we will notify you using the contact details saved in your account. Your continued use of this site after any changes to this policy will be regarded as acceptance of our practices around privacy and personal information.

Your rights and responsibilities

As our user, you have the right to be informed about how your data is collected and used. You are entitled to know what data we collect about you, and how it is processed. You are entitled to correct and update any personal information about you, and to request this information be deleted.

You are entitled to restrict or object to our use of your data, while retaining the right to use your personal information for your own purposes. You have the right to opt out of data about you being used in decisions based solely on automated processing.

You have the right to request a copy of the personal data that we store, and other [basic data protection rights](#).

You have the right to lodge a complaint with your national Data Protection Authority (DPA).

Feel free to contact us at privacy@reinfer.io if you have any concerns or questions about how we handle your data and personal information.

This policy is effective as of 25 May 2018.