

Privacy Policy

Last updated: 29 June 2023

Heymdall BV ("Heymdall," "we," "us," or "our") is committed to protecting the privacy of our users. This Privacy Policy outlines how we collect, use, store, and disclose information when you use our Heymdall mobile application ("the App"). By using the App, you agree to the terms and conditions outlined in this Privacy Policy.

01 - Information We Collect

1.1 Personal Identifiers

When you use the Heymdall App, we may collect personal identifiers, including your email address, first name, and last name. This information is used for authentication and communication purposes to enhance your user experience.

1.2 Device IDs

We may collect device identifiers, such as unique device identifiers (UDIDs) or advertising identifiers (IDFA/AAID). These identifiers are used to provide you with personalized features and to improve the performance and functionality of the App.

1.3 Photos of Visitors

To enable the video and audio chat functionality and provide you with a history of visitors, the Heymdall App may collect and store photos of visitors who interacted with your doorbell unit. These photos are solely stored for your convenience and security within the App.

1.4 Ring History

Heymdall keeps a record of your doorbell's ring history, including information about answered or missed rings. This history allows you to review past interactions and monitor visitor activity at your doorstep.

1.5 Analytics and Crash Logs

We may collect anonymous usage data, analytics, and crash logs to improve the performance, stability, and functionality of the Heymdall App. These statistics help us identify and address any issues that may arise during your app experience.

02 - Use of Information

2.1 Personal Identifiers

We use your personal identifiers, such as your email address and name, to personalize your experience within the Heymdall App and to facilitate communication with you. We may also use this information to send you important updates, notifications, and relevant information about the App.

2.2 Device IDs

Device IDs are utilized to optimize and customize your experience within the Heymdall App. They help us understand device-specific preferences, troubleshoot technical issues, and deliver tailored features and updates.

2.3 Photos of Visitors

The photos of visitors captured by the Heymdall App are solely stored within the App and are not shared with any third parties. These photos are available for your personal reference, allowing you to identify and review visitor activity.

2.4 Ring History

The ring history stored in the Heymdall App is for your convenience and security purposes. It allows you to review past interactions, including photos and other related data, ensuring you have complete control and awareness of who visited your doorstep.

2.5 Analytics and Crash Logs

We collect anonymous analytics and crash logs to improve the App's performance, identify potential issues, and enhance user experience. This information is used internally and is not shared with any third parties.

03 - Third-Party Services

3.1 Firebase

Heymdall utilizes Firebase, a third-party service provided by Google, to enhance the functionality and performance of the App. Firebase may collect and process data on our behalf, but this data will not be shared with other third parties. Firebase's privacy policy governs the use of data collected through their services.

04 - Data Retention and Deletion Policy

The app will retain user data for as long as it is necessary to provide the services offered by the app, or as required by law. When a user deletes their account, their personal information, photos, and videos will be deleted from the app's servers. However, the app may retain non-personally identifiable information, such as device IDs and analytics data, for statistical purposes or to improve the app's performance. The app may also retain data backups for a limited period to ensure data security and prevent data loss. Users can request the deletion of their data by contacting the app administration via email. The app will comply with such requests within a reasonable timeframe.

05 - Data Security

We implement reasonable security measures to protect the confidentiality, integrity, and availability of the data collected through the Heymdall App.

06 - Changes to Privacy Policy

The app may update this privacy policy from time to time. Users will be notified of any significant changes to the policy. By continuing to use the app, users agree to the updated policy.

By using the app, users consent to the collection and use of their data in accordance with this privacy policy. If you do not agree with the terms outlined in this policy, please do not use the app.

07 - User Rights

Users have the right to access, modify, or delete their personal information at any time. Users can also choose to delete their account and associated data from the app. In case of any questions or complaints, users can contact the app administration by emailing info@heymdall.com