



● Privacy Policy

Revised and updated 1st Sept 2020

In short

Chatteringmonkey.co.uk doesn't log or share your personal information with anyone. We only collect the most basic of information; your name/company name if applicable and email address for secure login purposes and to notify you of your project status.

All credit card and payment details are handled by [Stripe.com](https://stripe.com), a professional and trusted provider of payment services and not shared with Chatteringmonkey.co.uk. We only use "good" cookies that are necessary for us to deliver our services. We do not track, we do not profile you and we do not share your data. That's it!

If information isn't collected, it can't be stolen, demanded, leaked or abused!

To provide our Services, we crawl various sources on the internet (e.g. websites, blogs, forums and social networks) and collect publicly available information. We then analyse and index the data, saving and displaying the results to our customers only. We only use information published or made publicly available by web users. Chatteringmonkey.co.uk does not collect or process information which access is private or technically restricted, i.e. that's not made publicly available by the web user, regardless of the source.

The longer version

We process data on the basis of our legitimate interest for purposes of providing our services and the improvement in the way we provide them, including the accuracy of our own market intelligence and technical developments. Personal data is not retained any longer than necessary to provide our services and comply with legal requirements.

Chatteringmonkey.co.uk is committed to protecting the privacy of all our customers and of web users. We have implemented and maintain appropriate administrative, technical and physical controls that are designed to safeguard any information we process, including above industry-standard encryption technology. We also ensure that our providers which may access or process your

data under our instructions are bound by contractual requirements to implement and maintain these controls.



This Privacy Policy only governs the collection and use of personal data by Chatteringmonkey.co.uk. Any other third-party service or site used (e.g. forums, social networks), process your personal data in accordance with their own privacy policies. Please refer to the privacy policy provided by these third-party services or sites before you use them.

How do we define "personal data"?



Our definition of personal data is based on the privacy laws and regulations of the EU, including the General Data Protection Regulation (GDPR). These are widely regarded as the strongest privacy protections in the world. We consider any information about you or your behaviour that can be traced back to you as personal data.

Information we don't collect:

We don't record IP addresses

We don't serve any tracking or identifying cookies other than those essential to delivering our services.

We don't collect credit card or any payment details

Data we collect

Web Users

Depending on the source and what the web user chose to make available or what the internet source makes available, the data we collect about web users encompasses the following information.

*Please keep in mind that such information is only information which is publicly available:

- profile name, username, pseudonym or other provided identifier;
- profile picture;
- content published using that name, username, pseudonym or other identifier, including e.g. posts, comments, expressions, opinions;



- other images or videos posted or interacted with;
- any other information, as provided to us by any third-party website, page, forum, social network that shares such data with us, subject to your choices and preferences agreed with that third-party.

We do our best to collect and process data that is accurate and keep it up-to-date. However, since data we collect is publicly available information on the internet, we advise that you first rectify that data on the original service or site on which you first published it.



Customers

If you register (or are registered by or on behalf of your employer) as a customer, we will collect your full name, your corporate email, the company you work for and any other information necessary to deliver the services we provide (e.g. Company address for invoicing purposes). Your information and preferences can be updated at any time through 'settings' and your account deleted upon request via support@chatteringmonkey.co.uk. Search queries are collected in order for you to reference these against your data dashboards and raw data exports.

Internal Anonymous Analytics

We do measure overall traffic numbers and some other – strictly anonymous – statistics. These stats may include the number of times our service is accessed by a certain operating system, a type of browser, a language etc., but we don't know anything about individual users.



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services and not shared with Chatteringmonkey.co.uk.



How we respond to Government requests for data

Any request will have to come from the judicial authorities of the UK. We'll only comply if we're legally obliged to do so.

Our company and contact information

Chatteringmonkey.co.uk is owned and operated by Chattering Monkey Limited, Registered office address: 2 Rutland Park, Broomhall, Sheffield S10 2PD, with company number 11598285.

You can contact us via support@chatteringmonkey.co.uk or call us on +44 (0)207 112 8111 during open office hours.



This Privacy Policy is effective as of the date provided in the title section of this document. We may revise this Privacy Policy to comply with our legal or regulatory obligations or to reflect changes in our Services. Please visit this page regularly and review this policy. In the event we make material changes, we will identify them for your consideration.

