

Privacy policy

The privacy of customers is important for “RADARME” LLC. This privacy policy document describes the types of personal information that is acquired and collected by the site and the app, how it is used and protected.

Who are we?

“RADARME” LLC (we, us, our) is a service company that is focused on security. This document describes our privacy policy as well as your use of our Services (app, website, member account) in accordance with our Terms.

We have updated our policy to support the implementation of the GDPR (General Data Protection Regulation), which governs the control and/or processing of personal data or data subjects in the European Union. Although the new rules apply to the EU, we are making these improvements to all our users worldwide.

By installing the application or using the website, you confirm your ownership of the device or availability of permission to install the program on the device.

Personal information we collect

The following states the personal information the app or website may collect.

E-mail address (e-mail)

We use your e-mail to contact you. We will not send you spam or other advertisements. We will also not sell your e-mail or transfer it to a third party. We may send you emails that relate to your profile or device. It can be sending of access to the service control panel or other service messages from the system. It can be information about new products and services we offer.

Name and surname

We ask for your name and surname for member account reference, for user account identification and for contact center and service center staff to contact you. This includes greeting you when you log in or addressing your name in emails.

Phone number

The app can get your phone number. Usually it is determined automatically, sometimes it needs to be entered manually. It helps to identify your device's SIM card and install the app. We do not sell your phone number and give it to partners solely for the purpose of providing delivery and repair services.

Phone IMEI

The IMEI of the phone, as well as the number, is usually determined automatically by the program, sometimes it needs to be entered manually. The IMEI number is required to identify your smartphone in our systems. It will also be checked by the employee of the phone repair center, if you ask for repair of the device.

Text messages

The app can receive and recognize incoming text messages. This function is necessary for we could identify You as the owner of the device at the moment of service connection, sending you a one-time password.

Photos

The app takes pictures from the front camera of your phone, upon request at the time of registration in the service. Two pictures will be taken from the front camera of the phone: horizontal and vertical. These photos are uploaded to our servers, and are used by us solely to assess the status of your screen and make a decision about connecting to the service. You can view them using your personal cabinet. Uploaded images are deleted by the system automatically from our servers after 5 years from the moment they are sent. Images can be saved on your local device. They are never deleted by the application.

What do we do with data?

All data are stored locally on your device or on our secure web servers. The main purpose of collecting this information is to identify you and your smartphone to activate the service.

Transfer of data to the third parties

We may share some of the information we collect with third parties for maintenance purposes only. The information may include your full name, phone and IMEI number, which will be used for the delivery service and service center in case of breakage of your phone screen.

Analytics

We use data collected through the app and website for analytics to better understand the way our services are used. For example, we analyze data about visits to our sites and applications to further optimize the service. To do this, we use a variety of tools, including Google Analytics and Apps Flyer.

How long do we store information?

Access to the account is provided only for the period of use of the service - 12 months from the date of connection. If you do not continue the service, all data except your device's screen photos will be deleted after 12 months. Photos are stored for 5 years.

The right to be forgotten

You have the right to control your data. To delete all data about the device, you can delete that device from your personal account. If you delete a device from your profile, all data associated with that device will be deleted from our servers. It is forever and cannot be undone. If you want to delete all data about yourself, you can contact us at sp_support_ua@radarme.com and your account will be completely removed from our servers.

Log-files

As with most other websites, we collect and use the information contained in log files. The information in the log files includes your IP address (Internet Protocol), your ISP (Internet Service Provider), the browser you used to visit our site (such as Chrome or Firefox), the time you visited our site, and the pages you visited on our site. The information is used for internal viewing and is used to improve the content of our web page.

Cookies

Our site uses Cookies to distinguish you from other users of our site. It allows us to improve our website. A cookie is a small file consisting of letters and numbers that we store in your browser or on your computer's hard drive with your consent. Cookies contain information that is transferred to your computer's hard drive. Our website may host and access some third-party Cookie files on your computer or device. Primary Cookies are files placed and used directly by us only. We use cookies to facilitate and improve the use of our website and to provide and improve our services. By using our website, you may also receive some third-party cookies on your computer or device. Third-party cookies are files placed by other websites, services and/or third-party organizations.

We do not collect Cookies until you give us your consent. The exception is technical cookies, that are strictly necessary for the functioning of our website.

Your consent

By using our app or website, you agree to our privacy policy. If you do not wish to use the website or the app, please contact us at sp_support_ua@radarme.com. Changes to the privacy policy will be posted on the service page <https://www.theradar.com.ua>.

If you need more information or have questions about our privacy policy, please contact us by email sp_support_ua@radarme.com.

This policy was last changed in 2019

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