Privacy Policy

LOGFUSION

BINARYFORTRESS

Contact Info

If you have any questions or concerns regarding the storage and processing of your personal data, please contact us at **support@binaryfortress.com**.

Consent

- By creating an account, you consent to us storing your name and email address, and optionally, your phone number if you set your two-factor authentication mode to SMS
- When using our websites and products without registering for an account, we will not store any of your personal information
- Marketing emails are disabled by default for new accounts and can be optionally enabled at the time of account creation or by editing your account later
- At any time, you can request changes to your consent, or deletion of your account. See the "Data Deletion, Requesting Access, Rectification" section for more details

Data Collection

All Products

- Names
  - Used to identify your account for support, sales, and email promotions
  - Email promotions are explicitly opt-in
- Email addresses
  - Used for login credentials and email communications
- Phone numbers (voluntarily)
  - Used for two-factor authentication only
- Mailing address (only if you've asked for a quote with your address on it)
- IP addresses (logging purposes only)
  - Used for troubleshooting purposes only
- Login and user preference cookies
  - These cookies are only for use with logged in sessions, and for storing user preferences for the website

- There are no third-party advertising or tracking IDs stored in our website cookies, we only store our own campaign referral IDs in cookies and they are not tied to any personal information
- Cookies are only stored on your computer, not our servers

CheckCentral

- Emails that are sent to your CheckCentral organization
  - Used as a function of the product only, not indexed or scanned for any other purpose

- External integration authentication information (e.g. API tokens for external ticketing systems), and activity data from external integrations
  - Used for integrating CheckCentral with other products only, not indexed or scanned for any other purpose

CloudShow

- Documents, images, and other media that you upload to be used on your CloudShow displays
- Location of each connected CloudShow device
  - Used for the device map on the CloudShow dashboard

- Slack CloudShow app only: We never store any of your Slack data on our servers, everything is served in realtime to your CloudShow client. If you would like to remove your Slack authorization token you can do this from the Slack website, or you can click the 'Deauthorize' button in the Slack app settings in your app. If you're unable to access either of these feel free to contact us and we can remove your Slack token from the CloudShow server on your behalf.

ClipboardFusion

- Clipboard items (text only) when you have clipboard syncing enabled in the settings

Data Sharing

- Stripe: Payment processing done through Stripe, we do not store any payment information on our servers. You can view Stripe's privacy policy here: https://stripe.com/en-ca/legal/privacy-center
- PayPal: Alternate payment processor, we do not store any payment information on our servers. You can view PayPal's privacy policy here: **https://www.paypal.com/myaccount/privacy/privacyhub/principles**
- Amazon SES: Used only for sending email communications so data is limited to only names and email addresses. You can view Amazon's privacy policy here: **https://aws.amazon.com/compliance/data-privacy-faq/**

Data Storage

- All personal data is stored in a Tier 3 data centre in Ottawa, Canada. The data centre has strict physical access controls, including biometrics.
- Incoming email destined for CheckCentral organizations is processed by resources in Microsoft Azure. The Azure resources are located in Canada, and the incoming emails are purged as soon as they have been processed.

Data Deletion, Requesting Access, Rectification

- At any time, you may send us a request to have your personal data deleted. We will ask for a few things to verify your identity and then purge your data within 30 days of the initial request.
- At any time, you may send us a request to find out what data we store that can be linked to you, why we store it, and how long we store it for. We will ask for a few things to verify your identity and then provide you with the requested information within 30 days of the initial request.
- At any time, you may send us a request to update your personal data. We will ask for a few things to verify your identity and then complete the requested updates within 30 days of the initial request.

Data Exporting

- At any time, you may send us a request to obtain an export of your personal data. We will ask for a few things to verify your identity and then provide you with the export within 30 days of the initial request.

Data Protection and Security

- Data transferred between you and our servers is always sent encrypted over HTTPS
- All backups are stored encrypted with encryption keys that we control
- User passwords are salted and hashed, we do not store the original password
- We conduct regular security audits and do scheduled patching of all systems
- Please see our CheckCentral Security page for more details on how we protect your data: **https://www.checkcentral.cc/HelpGuide/CheckCentralSecurity/**

Do We Sell Your Data?

- Absolutely not, we never sell your data! Your data is under our control and used only to facilitate your legitimate use of our products.

Telemetry, Analytics, and Crash Reporting

- Our desktop applications send fully anonymous telemetry that help us improve our products. Information sent includes operating system version, screen resolution, and which features are enabled. This can be disabled via options in the product settings window.
- Our websites and web applications have analytics enabled that are fully anonymized and cannot be linked in any way to an individual. Our analytics platform is self-hosted with all data stored in our data centre.
- Our crash reporting platform is self-hosted with all data stored in our data centre. Crash reports on occasion may contain names or email addresses. Crash report data is kept for a maximum of 7 days, after which it is purged.

Automated Decisions and Profiling

- We do not use your personal data for any automated decisions, and we do not use your personal data for profiling.

About LogFusion

LogFusion is a powerful realtime log monitoring application designed for system administrators and developers! Use custom highlighting rules, filtering and more. You can even sync your LogFusion settings between computers.

To learn more about LogFusion, visit: **https://www.logfusion.ca**

About Binary Fortress Software

Binary Fortress has spent 19 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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