

# Ontono Privacy Policy

Ontono takes privacy of personal data very seriously. This privacy policy will explain how Ontono uses personal data we collect when you use our website, or contact us via phone, email or in writing.

## Document control

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|---------------------|---|
| Last updated on     | 20th Jan 2021   |
| Intended Recipients | Any interested parties  |
| Privacy             | Public Domain   |
| Review period       | within 3 months   |
| Next review before  | 30th Apr 2021   |
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It is Ontono's philosophy and policy to all times be as transparent as possible regarding how we use personal data.

## What data do we collect?

Ontono collects data via web forms, and from emails you may send us, or phone calls with members of the Ontono team.

Any data collected in our website is via web forms or web requests. We do not collect data from third parties. The data we have collected on you will be via web forms that you have filled in, or your actions on our website(s). We also may collect data pertaining to you that has been submitted by others.

1. Depending on the forms you have filled in, personal identifying data we will collect may include your email, name, telephone, address.
2. Depending on the forms you have filled in, we will collect data on your bio, services you provide.

## How do we collect your data?

You directly provide Ontono with most of the data we collect. We collect data and process data when you:

1. Register online, or place an order for any of our products or services
2. Voluntarily complete a custom survey or provide feedback on any of our message boards or via email

3. Communicate over phone or social networks
4. You fill in forms or interact with our website(s)
5. Your data is provided by your acquaintances with any of the above methods.

We do not collect data from third parties.

## How will we use your data?

Ontono collects your data so that we can:

1. Provide Ontono's services to you. This includes, storing your bio and services for your records, making you and your services searchable to other users (if you have marked your services as active).
2. Notify you of any changes to our policies or services, news and offers. At any point you can request these notifications be stopped or reduced.
3. Identify any bugs that may have affected your service, and so that we can take any remedial action if necessary.

## How do we store your data?

Ontono securely stores your data in cloud infrastructure provided by Amazon Web Services.

Ontono severely restricts access to its cloud services:

1. Ontono uses infrastructure tools to restrict and manage access on a strictly needs-based basis. These include Virtual Private Clouds which prevent unauthorised access by 3rd parties, and Security Groups which prevent unauthorised access amongst separate parts of Ontono's own infrastructure.
2. Virtual Private Networks are required by all Ontono internal developers to ensure access to infrastructure is secure.

## How long do we store your data?

Data directly used to provide services to you, such as a profile page and description of services you may offer will typically be store data indefinitely. You may ask Ontono to remove this data at any time. Data pertaining to non-financial usage of the service is stored for at least one year, and up to six. Data pertaining to any financial or contractual obligations by Ontono, yourself or another user will be stored for at least six years. Specifically

1. User login, contact details and bio - stored indefinitely unless overwritten or deletion requested
2. Service descriptions and pricing data - stored indefinitely unless overwritten or deletion requested.
3. Call and room creation data - stored one ot six years unless overwritten or deletion requested.
4. Chat message data - stored one to six years unless overwritten or deletion requested.
5. Whiteboard data - stored one to six years unless overwritten or deletion requested
6. Video and audio calls - not stored unless you explicitly request Ontono to record your calls

Ontono will remove any personal data at your request unless you have engaged your services with other users. In that case Ontono will retain the data pertaining to that service for auditing purposes for a period of at least six years, and at most ten years.

## Does Ontono use data for marketing?

Ontono may use your data for informing you of changes to Ontono services. Ontono does not provide your data to any 3rd parties for marketing purposes.

## What are your data protection rights?

Ontono would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to request Ontono for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** - You have the right to request that our company correct any information you believe is inaccurate. You also have the right to request Ontono to complete information you believe is incomplete.

**The right to erasure** - You have the right to request that Ontono erase your personal data, under certain conditions. Please see above for restrictions on deleting your data. In general Ontono will retain your data if you have provided any services to other users.

**The right to restrict processing** - You have the right to request that Ontono restrict the processing of your personal data. In general Ontono will only use your data for internal analytics, and to provide you with Ontono services.

**The right to object to processing** - You have the right to object to Ontono's processing of your personal data.

**The right to data portability** - you have the right to request that Ontono transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at [team@ontono.com](mailto:team@ontono.com)

## What are cookies?

Cookies are small pieces of data a website might store on your web browser that can be used for various purposes.

Ontono uses only "strictly necessary cookies" and does not use "preference", "statistics" nor "marketing" cookies.

Ontono does not target users for marketing or advertising. If there ever does become a need to deliver marketing to our customers, we will update this policy and request you to opt-in to any targeted advertising.

Ontono uses the following "strictly necessary" cookies: a session cookie, a csrf token cookie, and a websocket token cookie. The session cookie is essential and allows a website to keep you logged in while you browse, but without storing any sensitive information on your browser.

The second cookie is a csrf token cookie which prevents a specific kind of security attack called "cross-site request forgery" attack.

The third and last cookie is a specific cookie Ontono uses to protect browser communications that use something called websockets. This cookie helps ensure that any websocket communications intended for you are received only by the intended recipients.

## How to remove cookies?

As cookies are stored on your web browser, they should be deleted using your web browser's tools. Deleting cookies does not prevent you from using Ontono services, but you will need to log in again if you delete your cookies. Please always log out and delete cookies if you use someone else's computer, or a public computer.

## Privacy policies of other websites

Ontono may contain links to other websites. Ontono's privacy policy only applies to Ontono's website, so if you click on a link to another website, you should review their privacy policy.

## Changes to our privacy policy

Ontono keeps its privacy policy under regular review and updates this document. This policy document is reviewed monthly. Any major changes to the way Ontono processes data may mean this policy is updated before a month has passed.

## How to contact us

If you have any questions about Ontono's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [team@ontono.com](mailto:team@ontono.com)

Or write to us at:

Ontono, Taank Technologies Limited  
Apollo House  
Hallam Way  
Whitehills Business Park  
Blackpool  
FY4 5FS

## How to contact the appropriate authority

Should you wish to review our obligations, or report a complaint about Ontono, or if you feel that Ontono has not addressed your data concerns satisfactorily, you can contact the Information Commissioner's Office (<http://ico.org.uk>).

END OF POLICY