

04 April 2022

This privacy policy concerns data collection and storage from GX devices transmitting their data to the VRM web portal and backend behind it, as well as data collected from visitors and users using the web portal.

Functional cookies

The website can place cookies on your computer to support features of the website, such as CSRF cookies (for preventing abuse while submitting forms) and session cookies (to allow you to log in). The purpose of these cookies is to identify you, they are unique for everybody. We do not use these cookies to track people in any way. At all times you can delete these cookies from your computer.

Data

On certain parts of our website, we either gather data or show gathered data. Below you'll find a list of these parts and the data we gather.

Location of devices

In VRM, you can store the geolocation of your installation(s). We will use this data to show you the installation and its local weather conditions on your dashboard.

(Historical) data of your installation

VRM tracks the historical data of your installation, in order for you to be able to analyse the data.

Data and account deletion

If you would like to close your account and delete your data, you can do so at any time from your VRM profile. This will delete all data linked to your account.

Third party data storage

Amazon AWS as well as Influx Cloud services are used to store the VRM data.

Third party sharing for web analytics

We share data with a few third parties. This is done to understand how the website is being used. Below you'll find a list of these third parties.

Google Analytics

We use Google Analytics to collect aggregated statistics about visitors in order to understand how the site is used. This allows us to answer questions such as:

- What browsers are frequently used (so we know which browsers to test with when we make new pages)
- What screen resolutions are frequently used (so we can determine if we should add mobile layouts)
- How long it takes to load a page

This information is anonymized and aggregated as soon as Google Analytics processes it. We cannot distinguish or track individual users.

Hotjar

We, sometimes, use Hotjar to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users' experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.). Hotjar stores this information on our behalf in an anonymized user profile. Hotjar is contractually forbidden to sell any of the data collected on our behalf.

You can find their privacy policy here: <https://www.hotjar.com/legal/policies/privacy/>