

Kerika Privacy Policy

Last updated: December 7, 2023

1) Who collects your information?

We are Kerika, Inc.: a corporation based in Issaquah, Washington, United States. We collect information related to your use of Kerika's software, which includes visits to our website (kerika.com), our blog (blog.kerika.com), and use of our desktop or mobile app ("Kerika").

2) What information do we collect on our visitors?

If you visit our website or blog, we use a combination of Google Analytics and Microsoft Clarity to track:

- The type of browser you are using.
- Your location
- Kerika website, blog, or app pages you viewed.
- How often you visited our website, blog, or app and how long you spent during your visits.
- What sort of device (e.g. laptop or mobile) you used.
- Which parts of the screen you scrolled to, or clicked upon.

You can choose not to share this data with Google or Microsoft by blocking their cookies; that won't restrict your use of Kerika.

3) What information do we collect on our users?

If you signed up directly, we get your name and email, and photo if you choose to upload one. Your password is always stored in an encrypted way, and no one ever sees the plain-text version of it.

If you signed up using your Google ID, we get your name, email, and photo from Google, and may, accordingly to your preference, we store your Kerika-related files in your own Google Drive. We never see your Google password.

If you signed up using your Box ID, we get your name, email, and photo from Box, and may, accordingly to your preference, we store your Kerika-related files in your own Box account. We never see your Box password.

If you signed up using your Microsoft ID, we get your name, email, and photo from Microsoft and may, accordingly to your preference, store your Kerika-related files in your own Microsoft Account. We never see your Microsoft password.

We never access any of your Google, Microsoft, or Box files that are unrelated to your use of Kerika.

While using the desktop or mobile app, we collect information on what parts of the screen you clicked on. This is done using Amplitude and Clarity, and is used solely to improve the user experience.

If you make an online purchase, we use Stripe to process your payment. We never see your credit card.

If you request an invoice and pay by check, we will store your billing address and account expiration date so we can remind you when it is time to renew your subscriptions. We don't store your bank information; we just cash your check.

4) Who do we share this information with?

We do use other companies to help us provide our services to our users, and this requires us to share a limited amount of information with them.

1. We use Mailgun to send automated emails that are triggered by actions taken inside the Kerika app. For example, if someone writes chat on a Kerika board, this may trigger an email notification that is sent using Mailgun. Mailgun can see these emails, but is not allowed to share this information with anyone else.
2. We use Amplitude and Clarity to measure usage of each feature of the Kerika website and app; we use the data to improve our product and debug problems.

3. We use Sentry to track errors thrown by the Kerika app; we use the data to find bugs in our software.

We do not host any servers; instead we use a mix of Google Cloud and Amazon Web Services, e.g. virtual machines and online storage, to provide the Kerika service. Google and Amazon are not allowed to disclose any Kerika data; we also use our own authentication processes to guard your data from them.

Whenever we use a third-party service, we provide that service with only the minimum information needed for us to use their service, and wherever possible this information is de-personalized by using randomized Kerika User IDs instead of user's actual names or email addresses.

5) What about legal requests?

If law enforcement shows up with a warrant, we will certainly give them what they need. If they show up without a warrant we will tell them to get lost.

6) Where is the information stored?

It doesn't matter where you are located; we are an American company and our servers are located in the United States.

7) How long is the information stored?

For as long as you are a Kerika user. If you delete your account, this also deletes all data related to your account.

8) What rights do you have?

We welcome your regular review of your account information online at <https://kerika.com/my-account>. You can also set your preferences, e.g. the amount of email you get, at <https://kerika.com/preferences>.

9) Changes to this Privacy Policy

We may occasionally update this Privacy Policy. When it does so, we will also revise the "last updated" date at the top of this page. For important changes we will notify you by email. We encourage you to periodically review this privacy policy, and we assume your continued use of our website, blog and app constitutes your agreement to this privacy policy and any updates.

10) Get in touch with us

If you have questions about our Privacy Policy, or believe that we have not adhered to it, please contact us at support@kerika.com or write to:

Kerika, Inc.
Attention: President
P.O. Box 514
Issaquah, WA 98027
(USA)