

# Privacy Policy

Sendmate is a service to send communications on Facebook Messenger. Besides Facebook's responsibility to protect your privacy, it is Sendmate's policy to respect your privacy regarding any information we may collect from you across our Services, <https://www.sendmate.io>

Quick overview of all Personal Data collected for the following purposes and using the following services:

## Access to third party accounts

### Facebook account access

Permissions: Email, Manage Pages, Page Messaging, Publish as Page and Show List of Managed Pages

## Analytics

### Facebook Analytics for Apps

Personal Data: Usage Data and various types of Data as specified in the privacy policy of the Services

### Analytics collected directly and Google Analytics

Personal Data: Cookies and Usage Data

## Contacting the User

### Mailing list or newsletter

Personal Data: email address, first name and last name

## Displaying content from external platforms

### Google Fonts

Personal Data: Usage Data and various types of Data as specified in the privacy policy of the Services

## Handling payments

### Stripe

Personal Data: various types of Data as specified in the privacy policy of the Services

## Hosting and backend infrastructure

### Amazon Web Services (AWS)

Personal Data: various types of Data as specified in the privacy policy of the Services

## Infrastructure monitoring

### Monitis

Personal Data: various types of Data as specified in the privacy policy of the Services

## Managing contacts and sending messages

### Amazon Simple Email Service

Personal Data: email address

## Registration and authentication

### Facebook Authentication

Personal Data: various types of Data as specified in the privacy policy of the Services

# Data Collected

We do not ask for your personal information unless we truly need it. When we do, we will only collect what we need by fair and lawful means and, where appropriate, with your knowledge or consent. We will also let you know why we are collecting it and how it will be used. Here is the data you share with us by subscribing to our Services:

## User Data from Sendmate's Services

- Email address: to contact you. Please note: we will never spam you, instead we will only send you an email for any update about our product or the occasional sales outreach.
- Timezone: to schedule your campaigns.
- Subscription date: for internal management.
- Login date: for internal management.
- Sign in count: for internal management.
- IP address: for legal purposes.

## User Data from Facebook's API

- Email address: to contact you.
- Name: to improve your user experience.
- Oauth Token: to authenticate you.
- List of Facebook Pages: required for the usage of our Services.
- Page access token: to connect your page to Sendmate.
- Page ID: to identify your page.
- Page Picture: to improve your user experience.
- Page Picture: to improve your user experience.

## Subscriber Data from Facebook's API

- Sender ID: to send messages using the Facebook's API.
- Name: to improve the user experience.
- Gender: for segmentation purposes.
- Locale: for segmentation purposes.
- Timezone: for segmentation purposes.
- Subscription date: for segmentation purposes.

- Profile picture: to improve the user experience.

## Individuals' rights

Subscriber's consent to receive messages on your behalf through Sendmate is given by clicking the "Get Started" button of the Facebook chatbot / Sendmate opt-in.

Subscribers can unsubscribe at any time by sending "stop" or "unsubscribe" or indeed any other written request to the Facebook page Administrator.

**Please note that as Administrator you have to inform us immediately about any such request via [privacy@sendmate.io](mailto:privacy@sendmate.io)**

We do not share your personal information with third-parties, except Stripe in order to conduct financial transactions regarding your monthly payments for the use of our Services.

What we store, we will protect within commercially acceptable parameters and with commercially acceptable means to protect your personal information from loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

If you decide to delete your account, we will remove all data related to your account immediately. Thus, we will not be able to recover any data after your account has been deleted.

## Sendmate users' rights regarding to the GDPR are considered and enforced, including:

- Right to be informed: we inform our users about the purpose and use made of their data
- Right of access: our users can access all their data within their Sendmate dashboard
- Right of rectification: it is as simple as contacting us via [privacy@sendmate.io](mailto:privacy@sendmate.io), we will process all your rectification queries without undue delay
- Right of erasure: it is as simple as contacting us via [privacy@sendmate.io](mailto:privacy@sendmate.io), we will process all your erasure queries without undue delay
- Right to restrict processing: we do not process the data of our customers (and our customers end-users)
- Right to object: we handle all requests on this matter from our users and users' end-users via [privacy@sendmate.io](mailto:privacy@sendmate.io)
- Right not to be subject to automated decision-making including profiling: we have never and will never do any of that

## Third party sub-processors used by Sendmate

- Stripe: [GDPR compliant](#)
- Amazon Web Services: [GDPR compliant](#)
- HubSpot: [GDPR compliant](#)
- Hotjar: [GDPR compliant](#)
- Google Analytics: [GDPR compliant](#)
- Facebook: [GDPR compliant](#)
- Send In Blue: [GDPR compliant](#)

## Download a Data Protection Agreement (DPA)

You can download our [DPA here](#). Please return it signed to us via [privacy@sendmate.io](mailto:privacy@sendmate.io)

### Contact:

Stefan Baumschlager  
Marxergasse 24, 2, 2.02  
A-1030, Vienna, Austria

For all questions or queries, please send us an email via [privacy@sendmate.io](mailto:privacy@sendmate.io)

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