Privacy statement

Who we are

Madaster aims to eliminate waste by giving materials an identity. Madaster supports this goal by providing services, products and the Madaster platform.

How this policy is applied

This policy describes the information we collect from you, how we use that information and our legal basis for doing so. It also covers whether and how that information can be shared and your rights and choices regarding the information you provide to us.

By using the Madaster Services, you acknowledge that you have agreed to our Terms and Conditions and that you have read and understood this Privacy Policy and consent to Madaster's collection, use and disclosure of the said information as set forth herein.

What information we collect

In order to create an account on Madaster and use our Services, we must collect and process certain information. The information we collect depends on the products and features you use. It may include the following information:

- Assign a unique ID number to your account in order to identify the corresponding information.
- We record your login information. This includes the date and time, information about the product to which you logged in, your login name, a unique number assigned to your account, a unique ID assigned to your device, your IP address, your operating system, and your browser version.
- Name and contact information. We collect your first and last name, email address, mailing address, telephone number, and other similar contact information.
- References. We collect passwords and similar security information used to authenticate and access the account.
- Demographic information. We collect information about you, such as your gender, country and preferred language.
- Payment information. We collect information necessary to process your payment when you make purchases.
- Product or service usage data. We collect information about the features you use, the items you purchase, and the web pages you visit.
- Device, connectivity, and configuration information. We collect information about your device and the network you use to connect to our platform.
- Error reports and performance data. We collect data about the performance of the products and any problems you experience with them. This information may help us diagnose problems with the products you use or services you purchase. In addition, the data helps us to improve our products and offer solutions. Depending on your product and settings, error reports may contain information such as the type or severity of the problem, details of the software or hardware involved in an error, the content of files at the time an error occurs and information about other software on your device.

How we use this information

We use personal information only for the purpose of delivering and improving the products and services we offer, and for essential business operations. This includes working with the products, maintaining and improving product performance, including developing new features, research, and providing customer support. Data will remain your property and will only be used anonymously.

How we share this information

Information shared publicly

For example, our Services allow you to store or share your Data. We do not claim any ownership rights with respect to this Data.

To the extent necessary to provide the Services to you and others (which may include changing the size, shape or format of Data to better store or display it to you), to protect you and the Services and to improve, provide or extend Madaster's products and services, you grant Madaster the right to anonymously copy, store, transmit, rearrange, distribute through communication media and display on or through the Services any Content or Data that you have uploaded, stored or shared. Anonymised data cannot in any way be traced back to the owner or the object in question.

Information that is not shared publicly

The following data will not be publicly displayed or disclosed to other users:

- payment details;
- password details;
- IP address;
- telephone number;
- profile information;
- communication you send to us (e.g. when you approach our support department, ask questions/remarks or report a problem).

Information shared with trusted third-party services

Our Services may allow you to access and purchase products, services, websites, links, content, materials or applications of third parties (companies or individuals other than Madaster) ("Apps and Third-Party Services"). The Third-Party Apps and Services may also allow you to store the Content or Data uploaded, stored or shared by you with the publisher, provider or operator of the Third-Party Apps and Services. You may be presented with a privacy policy by the Third-Party Apps and Third-Party Services or may be asked to accept additional terms of use before you can install or use the Third-Party App or Service. Please read those additional terms and privacy policy documents, if any, before you obtain or use any Third-Party App or Service. Any additional terms do not change these Terms in any way. Madaster does not license any intellectual property rights to you as part of Third-Party Apps and Services. You agree to assume all risk and liability in connection with your use of these Third-Party Apps and Third-Party Services. You agree that Madaster shall not be responsible for any problems arising out of your use of them. Madaster is not responsible for information provided by Third Parties.

How long will the data be kept

When you ask us to close your Madaster account, we will suspend the account for 60 days in case you change your mind. After the 60-day period, your Madaster account will be closed.

Understanding cookies and the reason for their use

Cookies are small data files that are provided to your device when you visit a website and store information about your use of a service. Madaster uses cookies to recognize you as a returning visitor and to improve the quality of our Services. When you visit Madaster, our web server sends a cookie to your device, which enables us to recognize your device. For example, by linking the identification numbers in the cookies with other account information when you log in to our Services, we know that the cookie information relates to your user account. Your browser may allow you to manage cookies. How you do this depends on the type of cookie. Certain browsers may be set to reject browser cookies. Blocking or deleting cookies may prevent you from using most of our Services.

Data Security

Madaster is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer systems that have limited access and are in secure buildings. When we transfer highly confidential information (such as a credit card number or password) over the Internet, we protect that information using encryption.

Your Rights

Users residing in certain countries, including the EU, are granted certain rights regarding their personal data. These rights include the possibility to access, correct, request deletion of your personal data, the right to revoke consent granted and the right to complain.