

## **Privacy Policy : “Love your neighbor as yourself”**

Welcome to the ArkOwl website! A website that is built with love by ArkOwl LLC., a Minnesota corporation (“ArkOwl”, “we”, “us”). At ArkOwl, we strive to protect any individual or corporate partner’s private information as we would desire our own personal private information to be protected.

### **1. The Information We Collect**

- a. A team and user account are required to perform queries on ArkOwl. Team information includes the website, company name, and the email address that was provided to ArkOwl in the initial account setup request on the ArkOwl website. In creating the user account, a team member is required to use a login of an email address and a made-up password. A user has the option to provide ArkOwl with a full name and contact phone number as well, but not required.
- b. ArkOwl collects the email address and/or phone number sent to ArkOwl as part of a “query” for data enrichment.

### **2. The Information We Do Not Collect**

- a. The information about specific queries a user or team performs are not stored in association with any user or team with an ArkOwl account.
- b. Despite passing information along from third party services, ArkOwl does not collect or cache personally identifiable information such as: full name, birthday, social accounts, email creation dates, or breached data in association with a query performed by a user through the ArkOwl service.

### **3. Usage of Collected Information**

- a. An email address is required for the primary login for a user to access the ArkOwl service. A user’s email address is also used as the primary verification to systematically reset a user’s password.
- b. We may use contact information that is provided by the user to provide information about services, communicate alerts and outages, updates to our Terms of Service, or enforce our Terms of Service ([https://arkowl.com/dashboard/account/terms\\_of\\_service](https://arkowl.com/dashboard/account/terms_of_service)).
- c. The email address or phone number used for a query is stored for the sole purpose of noting whether we have received a query for the same email address or phone number in the past, when we first saw the queried email

address or phone number, and when we most recently saw the queried email address or phone number.

- d. In order to correctly bill for services as well as improve our product, we store some usage statistics for users of our service.

#### **4. Service Providers**

Our payment portal is powered by Stripe (<https://www.stripe.com>). Upon creation of an ArkOwl account, user information from the account registration is shared with Stripe to be able to process an online payment. When inputting credit card and payment information into the ArkOwl online billing portal, the data and payment is powered and processed by Stripe. We do not store this information in any of our ArkOwl databases. In order to remove payment information, contact [privacy@arkowl.com](mailto:privacy@arkowl.com) and we will access our Stripe portal to remove this information. Stripe's privacy policy is located at <https://stripe.com/privacy>

#### **5. Third Party Data Services**

- a. The ArkOwl service queries third party services to provide some of the richest data points available on email addresses and phone numbers. For all queries to third party services, ArkOwl works as a proxy so that queries performed to third party data providers and partners are anonymized. Third party services include social networks, email host providers, <https://haveibeenpwned.com>, and providers of domain information. If the user clicks on a link directing them away from ArkOwl.com or the ArkOwl API – the user should be careful to read the privacy policy of the third-party website that was linked.
- b. This Privacy Policy does not address the privacy, information or other practices of any third-party data controllers. ArkOwl is not responsible for the privacy of the third-party data that is provided.

#### **6. Your rights and your choices about your information**

Access, amend, or remove information from the ArkOwl user database, through the 'Settings' tab of the ArkOwl web portal accessed by a user with 'Manager' level settings. If a user would prefer contacting us to access, amend, or remove personal information pertaining to their account from the ArkOwl database - you may contact us at [privacy@arkowl.com](mailto:privacy@arkowl.com). To access, amend, or remove information from a third-party provider; please contact the third party listed in ArkOwl that controls the information to be changed.

#### **7. Security**

At ArkOwl, we take your data privacy and protection seriously. We do not retain sensitive data in our logs. When connecting to the ArkOwl user interface, all connections are secured with 256-bit encryption.

## **8. Privacy of Children**

We value the safety of everyone, especially children. Our service is not intended for use of children under the age of 13. If you are under 13, please do not use ArkOwl. If we learn that we have collected personal information from a child under 13 years old on the ArkOwl service, we will delete such information as soon as we become aware of it.

## **9. Cookies**

Cookies are codes generated on a device used to identify and keep track of visitors coming to and from websites. Cookies are used to track statistical reports or website activity. ArkOwl uses cookies to track whether a user is logged in or not, and are needed to perform queries through the website interface. By using ArkOwl, you accept the use of cookies.

## **10. Contact**

Contact our Privacy Customer Support team with further questions or changes to information via email: [privacy@arkowl.com](mailto:privacy@arkowl.com)

This Privacy Policy was last updated July of 2019