

Privacy Policy

The privacy of our clients is important to RADARME LLC. The Privacy Policy describes the types of personal data received and collected by the website and application, how it is used and protected.

About us

RADARME LLC. ("we", "us", "our") is a service company focused on safety. This document describes our Privacy Policy as well as your use of our Services ("app", "website", "account") in accordance with the User Agreement.

We have updated our policy to support the implementation of the GDPR (General Data Protection Regulation), which governs the control and/or processing of personal data or data subjects in the European Union. Although the new regulations apply to the EU, we are making these improvements for all of our users around the world.

By installing the app or using the website, you confirm that you own the device or have the permission to install the app on that device.

What personal data we collect:

- **E-mail address**

We use your e-mail address to contact you. We will not send you spam, nor will we sell your e-mail or share it with third parties. We may send you e-mails regarding your account or device. This may include automatic notifications from the app about your lost or stolen device, or instructions to reset your password. It may contain location data or other personally identifiable information designed to help you find your phone. This can be information about new products and services that we offer.

- **Full name**

We ask for your full name to register an account, to identify a user account, and so that the call center staff can reach you. This includes a greeting when logging in or being addressed by name in e-mails.

- **Location data**

Location determination is one of the main features of our mobile application. The main purpose for using location data in the background is to track the mobile device when it is stolen or lost. By tracking the location in the background, the owner of the device can view its geolocation from another available device via his/her personal account at the website. Displaying data in the background is necessary for the precise tracking of changes in the device's location.

Without displaying location data in the background, it will be impossible to quickly track a mobile phone in case of loss and return it to the owner, which is the main purpose of our service.

When launching and installing the mobile application, the user grants permission to access the geolocation tracking. After that, the app can receive data about the location of your device at any time, even when the app is closed or not in use, according to your settings. This data is transmitted over a secure channel and can be stored on our server and displayed in your account or sent by e-mail.

- **Phone number**

The app can get your phone number. It is usually detected automatically. This helps to identify the SIM card of your device and enables installation of the app. We do not sell your phone number or share it with third parties.

- **Contacts**

The app can receive and upload your contacts to your account. This data is encrypted before, during and after downloading. This data is never sold or shared with third parties. Only you can access this data from your account.

- **Text messages**

The app can recognize your incoming text messages such as <#> *Your verification code* using Google SMS Retriever API. This feature is required to authorize the user of the mobile operator. Your text messages are not stored in the app and are never uploaded to our servers. The application can also generate a text message to activate the service of a mobile operator.

- **Photos**

The app can take pictures from your phone's camera, on demand (when you ask), and when trying to unlock the device. These photos are uploaded to our servers and you can view them through your account. Images are removed from our servers after one year or upon request, if you wish to delete them from your account. Images can be saved to your local device. They are never deleted by the app.

- **Wi-Fi data**

The app can use Wi-Fi data to determine the location.

- **IP address**

The app may use your device's IP address to determine the location or to make records about when and where your device contacted our servers.

- **Data storage**

All data is stored on our secured web servers. The main purpose of collecting this information is to help you find your lost phone.

- **Transfer of data to third parties**

We may share some of the data we collect with third parties exceptionally to provide the service. This information may include your full name and phone number, which will be shared with the delivery service if your phone is lost.

- **Analytics**

We use the data collected through the app and the website for analytics to better understand how our services are used. For example, we analyze data about visits to our websites and applications to further optimize the service. We use various tools for this, including Google Analytics and Apps Flyer.

- **How long we store the data**

Access to account never expires. We store basic information such as full name, e-mail address, device identifiers and phone number. All other information can be deleted after 12 months including location data, contacts and photos taken with the camera.

- **The right to be forgotten**

You have the right to control your data. In order to delete all the data about the device, you can delete that device from your account. When you delete a device from your account, all data associated with that device will be deleted from our servers. This is permanent and cannot be reversed. If you want to delete all data about yourself, you can contact us at help@theradar.kz and your account will be completely deleted from our servers.

- **Log files**

As with most other websites, we collect and use the data contained in the log files. The information in the log files includes your IP address (Internet protocol), data from your Internet service provider, the browser you used to visit our website (for example, Chrome or Firefox), the time of visit and the pages you visited at our website. The information is used for internal analysis and to improve the content of our website.

- **Cookies**

Our website uses cookies to identify you. This allows us to improve our website. A cookie is a small file of letters and numbers that we store in your browser or on your computer's hard drive with your consent. Our website may place and access some third party cookies on your computer or device. Primary Cookies are the files placed directly by us and used by us only. We use cookies to make it easier and better to use our website and to provide and improve our services. By using our website, you may also receive certain third party cookies on your computer. Third party cookies are files that are placed by other websites, services and/or third parties.

We do not collect cookies without your consent. The exception is technical cookies, which are “strictly necessary” for our website to operate.

- **Your consent**

By using our app or website, you agree to our Privacy Policy. If you no longer want to use the website or application, please contact us at help@theradar.kz. If we amend the Privacy Policy, we will notify you to that effect.

If you need more information or have questions about our Privacy Policy, please contact us by e-mail at help@theradar.kz.

This policy was last updated on December 2, 2020.

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