

# Privacy Policy

## Introduction

This is the privacy and cookies policy for [www.tyktechnologies.github.io/montag-microsite/](http://www.tyktechnologies.github.io/montag-microsite/) (**Site**). The Site is operated by or on behalf of Tyk Technologies Ltd trading as Tyk (**we, us and our**). We are a limited company, registered in England. Our registered company number is 09727592, and our registered office is at 87a Worship Street, London, EC2A 2BE, UK. Our VAT registration number is 225560814. For the purposes of the GDPR, we are the data controller.

This privacy and cookie policy applies to personal information that you upload via the Site in order to register to use our products. It does not apply in respect of your use of our products, and personal data used in conjunction with our software; such usage is subject to our software terms and conditions (**Software Terms**).

We are committed to protecting your privacy on-line. We appreciate that you do not want your personal information distributed indiscriminately and here we explain how we collect information, what we do with it and what controls you have.

By using the Site, you consent to the collection and use of information in accordance with this privacy policy.

We reserve the right to change this privacy policy from time to time by changing it on the Site. This privacy policy was last updated on 14 November 2023.

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## Information we may collect from you

We may collect and process the following information about you:

1. information (such as your name, email address, postal address and telephone number) that you provide by completing forms on the Site, including if you register as a user of the Site, subscribe to any service, upload or submit any material via the Site, request any information, or enter into any competition or promotion we may sponsor;

2. in connection with an account sign-in facility, your log-in and password details;
3. details of any transactions made by you through the Site;
4. communications you send to us, for example to report a problem or to submit queries, concerns or comments regarding the Site or its content;
5. information from surveys that we may, from time to time, run on the Site for research purposes, if you choose to respond to, or participate in, them.

You are under no obligation to provide any such information. However, if you should choose to withhold requested information, we may not be able to provide you with certain services.

When you visit the Site, we may, by means of cookies and/or other similar technologies, automatically collect additional information about you – such as the type of internet browser or mobile device you use, any website from which you have come to the Site, your IP address (the unique address which identifies your computer or mobile device on the internet) and/or the operating system of your computer or mobile device. See Cookies and other technologies section below for more information.

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#### **Location data**

We collect information through the Site as to your approximate location for internal marketing purposes (in particular to determine whether Tyk advertising campaigns have been effective).

Delivery of location services will involve reference to look-up of your country of location by reference to your IP address against public sources. See Cookies and other technologies section below for more information on the use of cookies and device identifiers on the Site.

You may opt out at any time from allowing further access by us to your location data by disabling cookies on your browser.

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#### **Cookies and other technologies**

When you interact with the Site, we try to make that experience simple and meaningful. When you visit the Site, a web server sends a cookie or other similar technology to your computer or mobile device (as the case may be). Cookies are small pieces of information which are issued to your computer or mobile device when you visit a website and which store and sometimes track information. A number of cookies we use last only for the duration of your web session and expire when you close your browser. Other cookies are used to remember you when you return to the Site and will last for longer.



The cookies and/or other similar technologies we use collect information, such as the type of internet browser or mobile device you use, any website from which you have come to the Site, your IP address and/or the operating system of your computer or mobile device.

### **Essential Cookies**

Some of the cookies used by the Site are set by us, and some are set by third parties who are delivering services on our behalf. We use necessary cookies which are essential to make our Site usable by enabling basic functions like page navigation and access to secure areas of the website. If you don't accept those, the Site cannot function properly without these cookies.

### **Performance Cookies**

We use preference cookies to enable our Site to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in. We also use statistics cookies to help website owners to understand how visitors interact with our Site by collecting and reporting information anonymously. For example, we use Fullstory to better understand how our users interact with our Site in order to optimise our services.

### **Marketing Cookies**

We also use marketing cookies to enhance your experience and deliver personalised content. We will ask for your consent for the use of such non-essential cookies. Marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers.

We use Hubspot to track visitors across devices and marketing channels to collect meaningful insights about user behaviour. Some of the landing pages of the Site are hosted by Hubspot to capture user details for customer relationship management purposes.

We rely on the Facebook pixel to deliver relevant advertising content by third party advertisers and LinkedIn to track the use of embedded social media services. We also use cookies by Google to make meaningful interactions with visitors based on their behaviour on our Site and to deliver relevant ads. Please see [Google's Privacy & Terms](#) for more information on how Google uses personal data.

We use Hotjar in order to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users' experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to



build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices (in particular device's IP address (captured and stored only in anonymized form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), preferred language used to display our website). Hotjar stores this information in a pseudonymized user profile. Neither Hotjar nor we will ever use this information to identify individual users or to match it with further data on an individual user. For further details, please see Hotjar's privacy policy by clicking on [this link](#).

You can opt-out to the creation of a user profile, Hotjar's storing of data about your usage of our site and Hotjar's use of tracking cookies on other websites by following this [opt-out link](#).

We subscribe to the TechTarget platform and track which companies consume content on the platform and also visit our website. We do not track individuals on our website, just the companies. This gives us greater insight into which companies are engaging with content that is relevant to what we offer.

We use cookies and/or other similar technologies, either alone or in combination with each other to:

1. remember that you have visited us before. This means we can identify the number of unique visitors we receive. This allows us to make sure we have enough capacity for the number of users that we get;
2. customise elements of the promotional layout and/or content of the pages of the Site;
3. collect anonymous statistical information about how you use the Site (including how long you spend on the Site) and where you have come to the Site from, so that we can improve the Site and learn which parts of the Site are most popular with users; and
4. gather information about the pages on the Site that you visit, and also other information about other websites that you visit, so as to place you in a "market segment". This information is then used to place interest-based advertisements on the Site which it is believed will be relevant to your market segment. For more information about this type of interest based advertising, and about how to turn this feature off please visit <https://www.youronlinechoices.com/uk/>.

Most web and mobile device browsers automatically accept cookies but, if you prefer, you can change your browser to prevent that or to notify you each time a cookie is set. You can also learn more about cookies by visiting [www.allaboutcookies.org](http://www.allaboutcookies.org) which includes additional useful information on cookies and how to block cookies using different types of browser or mobile device. Please note, however, that by blocking or deleting cookies used on the Site, you may not be able to take full advantage of the Site.

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#### Uses made of your information



We use your personal information which we collect to:

1. enable us to process your orders and to provide you with the services and information offered through the Site and which you request;
2. administer your account with us;
3. audit the downloading of data from the Site;
4. identify visitors to the Site;
5. carry out research on our users' demographics;
6. send you information we think you may find useful or which you have requested from us, including information about our products and services, provided you have indicated that you do not object to being contacted for these purposes;
7. provide you with important service and security information, essential for the usage of the Tyk applications and services.

You can tell us not to contact you with information regarding our products and services, either at the point such information is collected on the Site (by checking or unchecking (as directed) the relevant box) or, where you do not wish us to continue to use your information in this way, by following the unsubscribe instructions on any communications sent to you. You can also exercise the right at any time by contacting us using the Contacting using details at the end of this privacy policy.

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### **Information sharing**

We may disclose aggregate statistics about visitors to the Site in order to describe our services to prospective partners and other reputable third parties and for other lawful purposes, but these statistics will include no personally identifiable information.

We may share your Personal Data with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may disclose your personal information to any of our affiliates, or to our agents or contractors who assist us in providing the services we offer through the Site, processing transactions, fulfilling requests for information, receiving and sending communications, updating marketing lists, analysing data, providing IT and other support services or in other tasks, from time to time. Our agents and contractors will only use your information to the extent necessary to perform their functions.

In the event that we undergo re-organisation or are sold to a third party, you agree that any personal information we hold about you may be transferred to that re-organised entity or third party.



We may disclose your personal information if required to do so by law or if we believe that such action is necessary to prevent fraud or cyber crime or to protect the Site or the rights, property or personal safety of any person.

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### **Public forums**

The Site may, from time to time, make chat rooms, message boards, news groups and/or other public forums available to its users. Any information that is disclosed in these areas becomes public information and you should exercise caution when using these and never disclose your personal information.

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### **External links**

The Site may, from time to time, contain links to external sites. We are not responsible for the privacy policies or the content of such sites.

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### **Payment processing**

If you provide any payment details, these will be encrypted using secure sockets layer (SSL) technology before they are submitted to us over the internet. Payments made on the Site are made through our payment gateway provider, Stripe. You will be providing credit or debit card information directly to Stripe which operates a secure server to process payment details, encrypting your credit/debit card information and authorising payment. Information which you supply to Stripe is not within our control and is subject to Stripe's own privacy policy and terms and conditions.

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### **Security**

We place great importance on the security of all personal information associated with our users. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal information under our control. For example, our security and privacy policies are periodically reviewed and enhanced as necessary and only authorised personnel have access to personal information. Whilst we cannot ensure or guarantee that loss, misuse or alteration of information will never occur, we use all reasonable efforts to prevent it.

You should bear in mind that submission of information over the internet is never entirely secure. We cannot guarantee the security of information you submit via the Site whilst it is in transit over the internet and any such submission is at your own risk.

It is advisable to close your browser when you have finished your user session to help ensure others do not access your personal information if you use a shared computer or a computer in a public place.

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### **Storage of your information**

The Personal Data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). Such storage is necessary in order to process the information. Personal information submitted may be transferred by us to our other offices and/or to the third parties mentioned in the circumstances described above (see Information sharing section above), which may be situated outside the European Economic Area (EEA) and may be processed by staff operating outside the EEA. The countries concerned may not have similar data protection laws to the EEA. Where we transfer your personal information we will take all reasonable steps to ensure that your privacy rights continue to be protected. By using the Site, you agree to this storing, processing and/or transfer.

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### **Your rights**

You have a legal right to a copy of all the personal information about you held by us. On request, we will provide you with a copy of this information. You also have a right to correct any errors in that information. As mentioned above, you have a right to prevent the use of your personal information for direct marketing purposes.

We retain Personal Data for as long as we provide the Services to you or your account remains open. However, we may keep some data after your account is closed or you cease using the Service, for the purposes set out below.

After you have closed your account we may retain Personal Data where reasonably necessary to comply with our legal obligations (including law enforcement requests), meet regulatory requirements, maintain security, prevent fraud and abuse, resolve disputes, enforce our Customer Terms, offer new features you may be interested in, or fulfil your request to “unsubscribe” from further messages from us. If none of these obligations are applicable we will delete Personal Data within 12 months of your account being closed.

We will retain de-personalised information after your account has been closed.



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## Contacting us

Please submit any questions, concerns or comments you have about this privacy policy or any requests concerning your personal data by email to the Data Protection Officer via [info@tyk.io](mailto:info@tyk.io) or write to us as at 87a Worship Street, London, EC2A 2BE.

EU-REP.Global GmbH, Attn: Tyk

Hopfenstr. 1d, 24114 Kiel, Germany

[tyk@eu-rep.global](mailto:tyk@eu-rep.global)

[www.eu-rep.global](http://www.eu-rep.global)

If you have any complaints about our use of your information please contact us as set out above or contact the UK supervisory authority – The Information Commissioner’s Office (“ICO”).