

# GDPR Compliance

### Introduction

Rawstream helps customers keep their networks secure, and staff safe and productive online.

Our customers are organisations and businesses large and small. We do not market to individuals. We charge for the use of our services. The price charged covers the full cost of providing the service. We do *not* sell, share, or monetise the data we collect to subsidize the services we offer.

**Rawstream does not share any data with any third parties.**

All data collected is used solely to provide our services.

Rawstream is registered with the [Information Commissioner's Office](#).

### Personal Data We Collect

We collect a minimal amount of personal data, none of which can be considered sensitive. The personal data collected has minimal privacy impact.

Personal Data	Source	Legal Basis	Use
Email Address	User Signup	Legitimate interest	User login, Emailing reports to customers, Customer Service requests.
IP Address	Product Use	Legitimate interest	Provide product feature (CloudDNS), fraud prevention, IT security.
Name and Surname	User Signup	Legitimate interest	Emailing Reports to customers.
Website Cookies	Product Use	Legitimate interest	User login, remembering customer preferences, product usage.

The email address and name are collected when customers signup to the service, or when potential customers send enquiries to Sales or Technical Support. When using the CloudDNS product, customers need to specify the public IP address of the network that they want to filter with CloudDNS.

We do not carry any third-party cookies except Google Analytics which is used to understand the behaviour of visitors to our website.

First party (rawstream.com) cookies are used solely to support the provision of the service.

### How We Manage Your Data

Data is stored securely and safely on a number of servers in England and EU countries. Backups of the data is taken at regular intervals and stored in EU countries. Appropriate technical measures have been taken to protect our servers and all data stored on them, and continuous monitoring is in place to verify the integrity of our security measures and the servers themselves.

Rawstream has assigned the role of data protection officer to a director of the company. Customers can reach the DPO at [privacy@rawstream.com](mailto:privacy@rawstream.com).

Rawstream's privacy policy is available at <http://rawstream.com/privacy>

### Access to Your Data

We log data that customers choose to send us, and we provide extensive reporting based on the data sent that gives customers insight into what is happening on their network. Customers can easily

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download data in the widely supported CSV file format. We also provide programmatic means (an API) to download the data.

The data we keep is available at any time from the Rawstream dashboard. Customers can update their personal data at any time by emailing [privacy@rawstream.com](mailto:privacy@rawstream.com).

### Data Retention

We retain email address and name for as long as users remain customers and then 2 years afterwards, unless we are instructed otherwise. A customer can ask to have their account and associated data deleted from our system.

IP addresses are automatically deleted when a customer closes their account.

### How To...

View your data	Log in to <a href="http://app.rawstream.com">app.rawstream.com</a> . All data is exposed in the dashboard.
Export your data	Data is exportable in CSV format from within the dashboard. You can also use our API: <a href="http://data.rawstream.com/docs/">http://data.rawstream.com/docs/</a>
Update your personal data	Email us at <a href="mailto:privacy@rawstream.com">privacy@rawstream.com</a> and we will update personal data within 48 hours.
Delete your data	Email us at <a href="mailto:privacy@rawstream.com">privacy@rawstream.com</a> and we will delete your data within 48 hours.