Privacy Policy

RK Team (“We”, “Our”, “RK Team”) is committed to protecting your privacy and control over your data on the Internet. This privacy policy (“Privacy Policy”) applies to both our Internet websites (“Websites”), including https://redmine-kanban.com, and our Cloud Hosting Services (the “Cloud”).

This Privacy Policy governs our data collection, processing, and usage practices. It also describes your choices regarding the use, access, and correction of your personal information. Our goal is to provide transparency, understanding, and clarity on how personal data is processed at RK Team.

By using the Websites or the Cloud, you consent to the data practices described in this Privacy Policy. If you do not agree with the data practices described here, you should not use the Websites or the Cloud.

Below, we outline all the information regarding the information we collect, the ways and reasons why we do so, as well as our cookies policy. Please refer to the general Terms and Conditions to understand the regulations related to the use of this website, as well as Licensing information.

Our Privacy Policy does not cover any third-party services. To learn about their practices, please visit their respective websites and review their privacy policy documentation.

If you have any questions, please contact us at support@redmine-kanban.com.

Information We Collect

We collect and process information only upon your request and with your consent through the following points of contact:

- Helpdesk Widget form
- Request to receive a newsletter
- Request to access Demo version
- Request to download the "Redmine Kanban Theme"

How and Why We Use Collected Information
We use information collected through our Websites as described in this Policy or on our Websites. For example, we may use your information to:

- Improve our services or plugins, Websites, and how our organization operates
- Understand and enhance your experience using our Websites and Services
- Provide services at your request
- Process, manage, complete, and account for transactions
- Provide support and respond to your requests, comments, and inquiries
- Invite you to participate in customer research or feedback

- Create and manage online accounts you establish in the Cloud, Trial of the Cloud, and Product Licenses
- Send you related information, including transactional information, confirmations, invoices, technical notices, updates, security alerts, support, and administrative messages
- Deliver publications and newsletters, where we share knowledge and experience
- Communicate with you about promotions, upcoming events, and news about products and services offered by RK Team and our selected partners. Please be advised that we may send information from such partners, but we do not share any of your data.
- Link or combine it with other information we receive from third parties to help us understand your needs and provide you with better service
- Comply with and enforce applicable legal requirements, industry standards, policies, and our terms of use
- Protect, investigate, and deter fraudulent, unauthorized, or illegal activity

Protection of Personal Data by RK Team

Execution of Your Rights

Your data is stored and processed only with your consent. It will be stored in our database indefinitely (unless you agree otherwise).
At any given time, you have the right to request:

- Access to your personal data
- Correction of your data
- Erasure of your data
- Restriction of processing
- Data portability

To execute any of your rights, please send us a message at support@redmine-kanban.com. Your request will be resolved in a timely and effective manner, within thirty (30) days. We may contact you to arrange the details of your request.

The removal of your data will not affect the lawfulness of processing based on consent before its withdrawal.

You may opt out (unsubscribe) from receiving any emails from RK Team by following the Unsubscribe link in the footer of our emails. Even if you opt out, we may still send you transactional or administrative messages, such as emails regarding your account or our business relationship.

You may also send requests about your contact preferences, changes, or request to opt-out from sharing your personal information with third parties by email sent to support@redmine-kanban.com.

Data Security

We value your data as much as our own personal information. That's why we have adopted appropriate data

Cookies Policy

Our Websites use various tracking methods, such as cookies, retargeting tags, web beacons, and other technologies to collect information that may include personal data from your browser (such as IP address, unique cookie identifier, device type, domain, browser type and language, operating system and system settings, country and time zone, previously visited web pages, information about your interaction with our Website, and access times and referring URLs).

We use cookies to track usage of the Websites and to understand visitors' preferences and to be able to provide relevant advertising.

The advertising and analytical tools provided by our third-party partners do not collect personal information such as your name, email address, address, or telephone number and cannot link usage data with your personal information.

Third parties may also collect information via our Website through their cookies, plug-ins, and widgets. These third parties collect data directly from your web browser, and the processing of this data is subject to their privacy policies.

Third-party cookies that can be enabled to use on our Websites include: Google Analytics, Google Tag Manager, Google AdWords, Facebook, Twitter, LinkedIn, LiveChat, Yandex.Metrica, 2Checkout (previously Avangate), Vimeo, YouTube.

Some of the cookies may be placed only if you use specific features or select particular preferences.

Changes to Privacy Policy

We reserve the right to update this Privacy Policy at any time. When revised, we will update the date at the top of this page. We will inform you about the most significant changes. However, we encourage you to periodically check this page for any changes to stay informed about how we are protecting the personal information we collect. You acknowledge and agree that it is your responsibility to review this Privacy Policy and be aware of any modifications.