

Reduct Privacy Policy

16 July 2018

Prior Versions:

[Distill_PrivacyPolicy_v1_20180212](#)

Scope

This policy covers visitors and users (“you”) to Reduct (“our”) website <https://reduct.video> (“Website”) s and the Reduct video platform, hosted at <https://app.reduct.video> (“Platform” or “Services”).

What We Collect and Who We Share With

Website Visitors

We may use cookies (a small text file placed on your computer to identify your computer and browser) and/or Web beacons (a file placed on a website that monitors usage) to improve the experience of our site. You can reset your Web browser to refuse all cookies or to indicate when a cookie is being sent.

Our website may have forms that you can fill out to receive more information from us. If you choose to complete the forms, we will receive the information you provide (such as your name, username, and email address) and will use it to communicate with you about Reduct. At any time, you can unsubscribe from emails directly via a link at the bottom of the email or by emailing us.

Sometimes, a third-party service provider, like Mailchimp or Typeform, is available or integrated with the website to enhance your use of the website. In such cases, your use of these services will be governed by their privacy policies and terms of service, and we cannot make a guarantee about what information they gather from use of their services.

In order to understand how customers’ and visitors’ interact with our site and to improve those experiences, we use analytics, such as server usage logs, session replay analytics (currently we use fullstory.com, which a user can disable on an account by going to <https://fullstory.com/optout>), and basic usage analytics (currently we use Segment).

Reduct Platform

We may collect personal information, such as your name, username, and email address, when you sign up to use or demo the platform. We use your personal information for internal purposes only, such as to provide you with access to the platform and to otherwise communicate with you about Reduct and provide the Services. If you wish to no longer receive emails from us, you can unsubscribe from an email directly using the link at the bottom, or by emailing us.

We have an option to authenticate users through third party services. Currently, we support Google Sign-In. Details are here.

Our platform is collaborative. To facilitate collaboration and provide greater visibility, your profile photo (provided by Gravatar or Google Sign-In, but not stored by us) and name may be visible to other users on the platform.

In order to upload your video to our platform, you may use a third party cloud storage provider, such as Google Drive, Dropbox, or Box. This relationship is directly between you and the provider. We contract with third-party service providers to host our servers and databases, including videos and transcripts (currently, we use Google Cloud Platform) and to provide other services to you. We also contract with transcriptionists to convert the audio portion of the videos you submit to text. We have a policy to require our transcriptionists to sign agreements that require them not to disclose our users’ data except to provide the services.

We use a third party for credit card processing. Currently, we use Stripe. In order to process your payment, Stripe will collect various data. You can see their policies [here](#) and their security practices [here](#). We do not store any credit card numbers, only tokens and other items needed to coordinate with and allow our payment processors to process payments.

Do Not Track

We do not track you across the web after you've left our Websites no matter your do-not-track browser setting. Please check the policies of any third parties for information on their practices.

Your California Privacy Rights

If you are a California resident, you can request information regarding the disclosure, if any, of your personal information by Reduct to third parties for the third parties' direct marketing purposes. To make such a request, please send an email to support@reduct.video or write to us at Reduct, Inc., 320 High St., Palo Alto, CA 94301.

Security

We try our best to provide you with leading security practices, like encrypting all requests via a secure connection (https/TLS). We use TLS for all uploads and transfers. At rest, we rely on Google for encryption in physically-controlled environments: <https://cloud.google.com/security/encryption-at-rest/> We also use infrastructure providers with exemplary security practices, such as Google. However, no data transmission on the internet or on a network is 100% secure, so we cannot make a guarantee. Take care to manage access to the computers and devices where you are logged in to the Reduct Platform.

What Data Is Sent Outside the EU and Where

Your data may be stored in the United States or other countries outside your country of origin.

Government Requests

Notwithstanding anything to the contrary in this policy, we may preserve or disclose your information if we believe that it is reasonably necessary to comply with a law, regulation, or legal request or to protect the safety, property, or rights of Reduct or others. However, nothing in this policy is intended to limit any legal defenses or objections that you may have to a third party or government request to disclose your information. Additionally, where Reduct believes a government request is unlawful and overreaching, we may challenge the request and may allow your participation in that challenge (unless we are legally prohibited from notifying or including you). We will evaluate government requests on their individual merits in deciding when and if to launch a challenge.

Data Retention

You can request deletion of your data at any time by emailing support@reduct.video. By doing so, you will terminate your ability to access your account or use the Services.

Data Access, Correction, Deletion

You can email support@reduct.video with your account credentials to request access, correction, or deletion of your data. In some cases, you will be able to directly access, correct, or delete your data within our platform.

Change of Control

If Reduct is ever involved in a bankruptcy, merger, acquisition, reorganization, or sale of assets, your information may be sold or transferred as part of that transaction. The promises in this policy will apply to your information as transferred to the new entity, including your right to delete your account entirely from our databases and all of the data associated with it from within the platform.

Changes and Contact Info

From time-to-time, we need to make changes to our Privacy Policy to account for new features or for other reasons. When such changes occur, you are able to track them on our Site. By continuing to use our service, you are consenting to the revised policy. If you have concerns about our policy, please forward them to support@reduct.video and we'll try our best to respond promptly.