

Privacy Policy

This privacy policy is designed to inform users of the www.solo.io and www.servicemeshhub.io websites (the "Sites"), which offer tools enabling companies to manage multiple service meshes in a single interface (the "Service") about how Solo.io, Inc. ("Solo.io", "we" or "us") gathers and uses personal information collected by Solo.io through the Service. Solo.io will take reasonable steps to protect user privacy consistent with the guidelines set forth in this policy and with applicable U.S. laws. In this policy, "user" or "you" means any person viewing the Solo.io Sites, using the Service or submitting any personal information to Solo.io in connection with using the Service. By using the Service, you are indicating your consent to this Privacy Policy.

IF YOU DO NOT AGREE WITH THIS PRIVACY POLICY, YOU SHOULD NOT USE THE SERVICE.

What Information Do We Collect?

Personal Information

If you sign up for a Solo.io trial, we ask you for certain personal information (the "Personal Information") for the account, including information such as your name, email address, job title and employer, and your geographic location. If you sign up for our newsletter, we ask for your e-mail address. If you contact Solo.io through the Sites, including to apply for career opportunities, we ask for your first and last name and e-mail address. If you disclose additional personal information to us, we may store that Personal Information.

Web Tracking Information

We, and third party service providers that we engage to provide services to us ("Contractors"), may use web tracking technologies such as cookies, web beacons, pixel tags and clear GIFs in order to operate the Service efficiently and to collect data related to usage of the Service. Such collected data ("Web Tracking Information") may include the address of the websites you visited before and after you visited the Solo.io Sites, the type of browser you are using, your Internet Protocol (IP) address, what pages in the Service you visit and what links you clicked on, and whether you opened email communications we send to you. In order to collect Web Tracking Information and to make your use of the Service more efficient, we may store cookies on your computer. We may also use web tracking technologies that are placed in web pages on the Service or in email communications to collect information about actions that users take when they interact with the Service or such email communications, and our Contractors may also do so. We do not correlate Web Tracking Information to individual user Personal Information. Some Web Tracking Information may include data, such as IP address data, that is unique to you. You may be able to modify your browser settings to alter which web tracking technologies are permitted when you use the Service, but this may affect the performance of the Service.

Mobile Users

If you access the Service from a mobile device, we may collect unique identification numbers associated with your device, your geographic location data including GPS coordinates, or similar information regarding the location of your mobile device.

How Do We Use the Information We Collect?

Personal Information

We will use and store Personal Information for the purpose of delivering the Service (including to establish or renew your Solo.io account), and to analyze and enhance the operation of the Service. We may also use Personal Information for the internal operational and administrative purposes of the Service. We may enter Personal Information into our contact management database, and may use such database to send you marketing materials and to contact you regarding your interest in Solo.io products and services.

Aggregate Information

We will also create statistical, aggregated data relating to our users and the Service for analytical purposes. Aggregated data is derived from Personal Information but in its aggregated form it does not relate to or identify any individual. This data is used to understand our customer base and to develop, improve and market our services.

Web Tracking Information

We use Web Tracking Information to administer the Service and to understand how well our Service is working, to store your user preferences, and to develop statistical information on usage of the Service. This allows us to determine which features visitors like best to help us improve our Service, to personalize your user experience, and to measure overall effectiveness.

Legal Exception

Notwithstanding the above, Solo.io may use Personal Information to the extent required by law or legal process, or if in Solo.io's reasonable discretion use is necessary to investigate fraud or any threat to the safety of any individual, to protect Solo.io's legal rights or to protect the rights of third parties.

What Information Do We Disclose to Third Parties?

Solo.io's Disclosure of Personal Information

Solo.io will not disclose Personal Information to any third party except as described in this section.

We may disclose Personal Information to our Contractors who are bound by written obligations of confidentiality. Our Contractors help us perform statistical analysis, send you email or postal mail, conduct marketing and promotional activities, operate the Service, and provide customer support. Our Contractors are prohibited from using your personal information except to provide these services to Solo.io.

Web Tracking Information

We disclose Web Tracking Information to Contractors, in order to analyze the performance of the Service and the behavior of users, and to operate and improve the Service. Certain Web Tracking information, such as the popularity ranking of certain pages of the Service, may be published on the Service and so disclosed to all users of the Service.

Aggregate Information

We may disclose aggregated data that does not contain Personal Information to any third parties, such as potential customers, business partners, advertisers, and funding sources, in order to describe our business and operations.

Successors and Law Enforcement

Notwithstanding the foregoing, Solo.io reserves the right to disclose any information Solo.io collects in connection with the Service, without further notice to you (a) to any successor to Solo.io's business as a result of any merger, acquisition or similar transaction; and (b) to any law enforcement or regulatory authority to the extent required by law or if, in Solo.io's reasonable discretion, disclosure is necessary to investigate fraud or any threat to the safety of any individual, to protect Solo.io's legal rights or to protect the rights of third parties.

Consent

Solo.io may disclose your Personal Information with your consent.

How Can You Opt Out of Use and Disclosure of Your Information?

If you wish to be removed from our mailing list, please contact us at privacy@solo.io. In the event of any such removal, Solo.io may retain copies of information for its archives. If you wish to opt out of promotional emails, you may do so by following the "unsubscribe" instructions in the email, or by editing your account settings, or by sending a request to privacy@solo.io. All users receive administrative emails, and so you cannot opt out of them while you remain an active user of the Service.

Access and Updating of Information

You can update your Personal Information by using the profile editing tools on the Service. Solo.io will respond to any reasonable request by a user to review or amend his or her Personal Information held in our mailing list or database. Solo.io reserves the right to verify your identity in order to provide such access. Please contact us by sending an email to privacy@solo.io.

Security

We use reasonable security precautions to protect the security and integrity of your Personal Information and User Data in accordance with this policy and applicable law. Solo.io secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information is transmitted through the Service, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. However, no Internet transmission is completely secure, and we cannot guarantee that security breaches will not occur. Without limitation of the foregoing, we are not responsible for the actions of hackers and other unauthorized third parties that breach our firewalls, secure server software, and other reasonable security procedures.

BY USING OUR SERVICE, YOUR ACKNOWLEDGE THAT YOU UNDERSTAND AND AGREE TO ASSUME THIS RISK.

Links

The Service may contain links to other websites. Solo.io is not responsible for the privacy practices or the content of those websites. Users should be aware of this when they leave our Sites and review the privacy statements of each website they visit that collects information. This Privacy Policy applies solely to personal information collected by Solo.io.

Amendments

Solo.io may modify or amend this policy from time to time. If we make any material changes, as determined by Solo.io, in the way in which Personal Information or User Data is collected, used or transferred, we will notify you of these changes by modification of this Privacy Policy, which will be available for review by you at the Service.

Service Visitors from outside the United States

Solo.io and its servers are located in the United States and are subject to the applicable state and federal laws of the United States. If you choose to access the Service, you consent to the use and disclosure of information in accordance with this privacy policy and subject to such laws.

California Privacy Rights

Please see our California Privacy Rights Statement for information about California Privacy Rights, and other required disclosures.

Children

Solo.io does not knowingly collect or maintain personally identifiable information from persons under 13 years of age, and no part of the Service is directed at persons under 18. If you are under 18 years of age, then please do not use the Service. If Solo.io learns that personal information of persons less than 13 years of age has been collected without verifiable parental consent, then Solo.io will take the appropriate steps to delete this information. To make such a request, please contact us at privacy@solo.io.

Contact Information

Solo.io welcomes your comments regarding this Privacy Policy. If you believe that Solo.io has not adhered to this Privacy Policy, please contact us at privacy@solo.io. We will use commercially reasonable efforts to promptly investigate and remedy the problem.

Solo.io, Inc.

222 Third Street, Suite 3300, Cambridge, MA 02142

privacy@solo.io