

Upstash Privacy Policy

Last Update Date: May, 26 2022

The summary

We collect your information only with your consent; we only collect the minimum amount of personal information that is necessary to fulfill the purpose of your interaction with us; we don't sell it to third parties; and we only use it as this Privacy Statement describes.

What information Upstash collects

Information from website browsers

If you're just browsing the website, we collect the same basic information that most websites collect. We use common internet technologies, such as cookies and web server logs. This is stuff we collect from everybody, whether they have an account or not.

The information we collect about all visitors to our website includes the visitor's browser type, language preference, referring site, additional websites requested, and the date and time of each visitor request. We also collect potentially personally-identifying information like Internet Protocol (IP) addresses.

We host our websites and subdomains on AWS. By using our websites and subdomains, you give us permission to collect, transfer, store, and use your Personal Data on servers located in different AWS Regions. Once collected, data is distributed through a global content delivery network. Because we use third-party authentication services (single sign-on), we do not keep any password or secret information about you. We are using Auth0 as an identity provider. See [here](#) about how Auth0 secures your information.

You can visit our websites and subdomains without setting up an account or registering for receiving marketing materials. If you register for an account, you give consent to that the information provided is sent to and stored at our servers. Such information pertains to:

- Information provided when you register the Upstash:
 - Name

- Email
- Profile Photo
- Information provided by you to solve a specific issue (information that is recorded in our issue management system - Github)
- Information about your and your devices' location including the unique device ID if enabled on your device

Why do we collect this?

We collect this information to better understand how our website visitors use Upstash, and to monitor and protect the security of the website.

Information from users with accounts

If you create an account, we require some basic information at the time of account creation. You log in via a third-party identity provider and we do not store your password. You have the option to give us more information if you want to, and this may include "User Personal Information."

We also store an audit log of all actions you perform on the service.

"User Personal Information" is any information about one of our users who could, alone or together with other information, personally identify him or her. Information such as an email address, a real name, and a photograph are examples of "User Personal Information."

User Personal Information does not include aggregated, non-personally identifying information. We may use aggregated, non-personally identifying information to operate, improve, and optimize our website and service.

Why do we collect this?

- We need your User Personal Information to create your account, and to provide the services you request.
- We use your User Personal Information, specifically your email address, to identify you on Upstash.
- We will use your email address to communicate with you if you've said that's okay, and only for the reasons you've said that's okay.
- We limit our use of your User Personal Information to the purposes listed in this Privacy Statement and our Terms of Service. If we need to use your User Personal Information

for other purposes, we will ask your permission first. You can always see what information we have, how we're using it, and what permissions you have given us in your user profile.

Audit logging

We store an audit log for all user api actions.

- The access log shows who send which API requests to our system (like database creation deletion etc) and when, and may include the IP address from which the action took place.

What information Upstash does not collect

We do not intentionally collect sensitive personal information, such as social security numbers, genetic data, health information, or religious information. Although Upstash does not request or intentionally collect any sensitive personal information, we realize that you might store this kind of information in your account, such as in a dataspace. If you store any sensitive personal information on our servers, you are consenting to our storage of that information on our servers. Please note that you can only store data that complies our Terms of Service.

We do not intentionally collect information that is stored in your data spaces or other free-form content inputs. Information in your data spaces belongs to you, and you are responsible for it, as well as for making sure that your content complies with our Terms of Service. Upstash employees do not access your data space unless required for security or maintenance, or for support reasons, with the consent of the repository owner.

We do not keep your credit card information on our servers. We use Stripe, Inc. payment services to process your payments. We use Stripe's web components to register your credit card to Stripe. See here (<https://stripe.com/privacy>) about how Stripe secures your information.

If you're a child under the age of 18, you may not have an account on Upstash. Upstash does not knowingly collect information from or direct any of our content specifically to children under 18. If we learn or have reason to suspect that you are a user who is under the age of 18, we will have to close your account.

How we share the information we collect

We do not share, sell, rent, or trade User Personal Information with third parties for their commercial purposes.

We do not disclose User Personal Information outside Upstash, except in the situations listed in this section or in the section below on Compelled Disclosure.

We do share certain aggregated, non-personally identifying information with others about how our users, collectively, use Upstash, or how our users respond to our other offerings. However, we do not sell this information to advertisers or marketers.

We may share User Personal Information with your permission, so we can perform the services you have requested.

We may share User Personal Information with a limited number of third-party service providers who process it on our behalf to provide or improve our service, and who have agreed to privacy restrictions similar to our own Privacy Statement. Our service providers perform services such as email services, customer relations management, customer support ticketing, network data transmission, payment services, identity providers and other similar services. When we transfer your data to our service providers, we remain responsible for it.

We may share User Personal Information if we are involved in a merger, sale, or acquisition. If any such change of ownership happens, we will ensure that it is under terms that preserve the confidentiality of User Personal Information, and we will notify you on our website or by email before any transfer of your User Personal Information. The organization receiving any User Personal Information will have to honor any promises we have made in our Privacy Statement or in our Terms of Service.

Our use of cookies and tracking

Cookies

Upstash uses cookies to make interactions with our service easy and meaningful. We use cookies (and similar technologies, like HTML5 localStorage) to keep you logged in, remember your preferences, and provide information for the future development of Upstash.

A cookie is a small piece of text that our web server stores on your computer or mobile device, which your browser sends to us when you return to our site. Cookies do not necessarily identify you if you are merely visiting Upstash; however, a cookie may store a unique identifier for each

logged in user. The cookies Upstash sets are essential for the operation of the website, or are used for performance or functionality. By using our website, you agree that we can place these types of cookies on your computer or device. If you disable your browser or device's ability to accept cookies, you will not be able to log in or use Upstash's services.

You have the right to decide whether to accept or reject cookies. You can exercise your cookie preferences by clicking on the appropriate opt-out buttons provided when you visit our website.

Google Analytics

We use Google Analytics as a third party tracking service, but we don't use it to track you individually or collect your User Personal Information. We use Google Analytics to collect information about how our website performs and how our users, in general, navigate through and use Upstash. This helps us evaluate our users' use of Upstash; compile statistical reports on activity; and improve our content and website performance.

Google Analytics gathers certain simple, non-personally identifying information over time, such as your IP address, browser type, internet service provider, referring and exit pages, time stamp, and similar data about your use of Upstash. We do not link this information to any of your personal information such as your user name.

Upstash will not, nor will we allow any third party to, use the Google Analytics tool to track our users individually; collect any User Personal Information other than IP address; or correlate your IP address with your identity. Google provides further information about its own privacy practices and offers a browser add-on to opt out of Google Analytics tracking (<https://tools.google.com/dlpage/gaoptout>).

HubSpot

We use HubSpot as CRM, tracking our interactions with customers and as a third party tracking service for our web presence. Using this we track which pages you navigate to on our online services, and associate it with email and other interactions we have with you.

Sentry

We use Sentry for reporting client side exceptions. We do not send any user related log or information to Senter and Sentry does not use cookies.

Hotjar

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. Hotjar stores information on our behalf in a pseudonymized user profile. Hotjar is contractually forbidden to sell any of the data collected on our behalf.

Tracking

"Do Not Track" (<http://donottrack.us/>) is a privacy preference you can set in your browser if you do not want online services to collect and share certain kinds of information about your online activity from third party tracking services. We do not track your online browsing activity on other online services over time and we do not permit third-party services to track your activity on our site beyond our basic Google Analytics tracking, which you may opt out of here (<https://tools.google.com/dlpage/gaoptout>). Because we do not share this kind of data with third party services or permit this kind of third party data collection on Upstash for any of our users, and we do not track our users on third-party websites ourselves, we do not need to respond differently to an individual browser's Do Not Track setting.

If you are interested in turning on your browser's privacy and Do Not Track settings, the Do Not Track (<http://donottrack.us/>) website has browser-specific instructions.

Cookie Table

Cookie Name	Purpose
__cfduid	A cookie associated with sites using CloudFlare used to speed up page load times. According to CloudFlare, it is used to override any security restrictions based on the IP address the visitor is coming from. It does not contain any user identification information. Strictly necessary, third party persistent cookie (expires: 1 year).
hs-messages-hide-welcome-message	This cookie is used to prevent the chat widget welcome message from appearing again for one day after it is dismissed. (Expires: 1 day)
messagesUtk	This cookie is used to recognize visitors who chat with us via the messages tool. If the visitor leaves Upstash's site before they're added as a contact, they will have this cookie

	associated with their browser. If Upstash has a history of chatting with a visitor and they return to our site later in the same cookie browser, the messages tool will load your conversation history with that visitor.
__hs_opt_out	This cookie is used by the opt-in privacy policy to remember not to ask the visitor to accept cookies again. This cookie is set when you give visitors the choice to opt out of cookies. (Expires: 13 months)
__hssc, hubspotutk, __hsrc, __hstc	These cookies are set by hubspot with User consent to give better service. Please find detailed explanation of each cookie from hubspot cookie policy page (https://knowledge.hubspot.com/reports/what-cookies-does-hubspot-set-in-a-visitor-s-browser).
_biz_nA, _biz_pendingA, _biz_sid, _biz_uid	These cookies are used by Cloudflare to support performance optimisation and security.
_ga, _gat, _gid	Google Analytics cookies to track users as they navigate the website and help improve the website's usability.
__stripe_mid,__stripe_sid	A token set by Stripe (payment provider) to facilitate the payment of online orders.
_hjSessionUser, _hjSession, _hjSessionTooLarge, _hjid, _hjViewporId	Hotjar cookies set to track user behaviour on console site.

How Upstash secures your information

Upstash takes all measures reasonably necessary to protect User Personal Information from unauthorized access, alteration, or destruction; maintain data accuracy; and help ensure the appropriate use of User Personal Information. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. The parties will comply with the Upstash Data Processing Agreement (“DPA”) available at <https://upstash.com/static/trust/dpa.pdf>, which is incorporated into this Agreement.

Upstash's global privacy practices

We provide the same standard of privacy protection to all our users around the world, regardless of their country of origin or location, and we are proud of the levels of notice, choice, accountability, security, data integrity, access, and recourse we provide. Additionally, we require that if our vendors or affiliates have access to User Personal Information, they must comply with our privacy policies and with applicable data privacy laws, including signing data transfer agreements such as Standard Contractual Clause agreements.

In particular:

- Upstash provides clear methods of unambiguous, informed consent at the time of data collection, when we do collect your personal data.
- We collect only the minimum amount of personal data necessary, unless you choose to provide more. We encourage you to only give us the amount of data you are comfortable sharing.
- We offer you simple methods of accessing, correcting, or deleting the data we have collected.
- We provide our users notice, choice, accountability, security, and access, and we limit the purpose for processing. We also provide our users a method of resource and enforcement. These are the GDPR Principles, but they are also just good practices.
- Use of the Cloud Services may involve transfers of Customer Personal Data outside of the European Union. We have appropriate safeguards in place for the processing of Customer Personal Data outside of the European Union. If you elect to transfer Customer Personal Data to a Subprocessor outside of the European Union, you authorize us to apply our standard contractual clauses with that Subprocessor.

Resolving Complaints

If you have concerns about the way Upstash is handling your User Personal Information, please let us know immediately. We want to help. You may contact us directly at support@upstash.com with the subject line "Privacy Concerns." We will respond within 15 days at the latest.

How we respond to compelled disclosure

Upstash may disclose personally-identifying information or other information we collect about you to law enforcement in response to a valid subpoena, court order, warrant, or similar

government order, or when we believe in good faith that disclosure is reasonably necessary to protect our property or rights, or those of third parties or the public at large.

In complying with court orders and similar legal processes, Upstash strives for transparency. When permitted, we will make a reasonable effort to notify users of any disclosure of their information, unless we are prohibited by law or court order from doing so, or in rare, exigent circumstances.

Your rights to access and control the information we collect

If you're already a Upstash user, you may access, update, alter, or delete your basic user profile information by editing your user profile or contacting support@upstash.com.

You have the right to request Upstash for copies of your personal data. You have the right to request that Upstash correct any information you believe is inaccurate. You also have the right to request Upstash to complete the information you believe is incomplete.

As mentioned above, you have the right to request that Upstash erase your Personal Information. You can achieve this by deleting your basic user profile information, by editing your user profile, or contacting support@upstash.com. Further, you have the right to object to any of Upstash's data policies and how we use your Personal Information. Please contact us at support@upstash.com to inform us of any objections so we can take appropriate remedial steps.

You have the right to request that Upstash transfer your Personal Information and Content that we have collected to another organization, or directly to you. Please contact us at support@upstash.com to make such a request.

Data Retention and Deletion

Upstash will retain User Personal Information for as long as your account is active or as needed to provide you services.

We may retain certain User Personal Information indefinitely, unless you request its deletion.

If you would like to cancel your account or delete your User Personal Information, you may do so by sending an email to support@upstash.com. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements, but barring legal requirements, we will delete your full profile (within reason) within 30 days.

How we communicate with you

We will use your email address to communicate with you, if you've said that's okay, and only for the reasons you've said that's okay. You have control over how your email address is used and shared on and through Upstash.

Upstash may occasionally send notification emails about new features, requests for feedback, important policy changes, customer support offers, and news pertaining to Upstash. We also send marketing emails, but only with your consent. There's an unsubscribe link located at the bottom of each of the emails we send you.

Our emails might contain a pixel tag, which is a small, clear image that can tell us whether or not you have opened an email and what your IP address is. We use this pixel tag to make our email more effective for you and to make sure we're not sending you unwanted emails. If you prefer not to receive pixel tags, please opt out of marketing emails.

Changes to our Privacy Statement

Although most changes are likely to be minor, Upstash may change our Privacy Statement from time to time. We will provide notification to Users of material changes to this Privacy Statement through our Website by posting a notice on our home page or sending email to the email address specified in your Upstash primary account. For changes to this Privacy Statement that do not affect your rights, we encourage visitors to check this page frequently.

License

This Privacy Statement is adapted from GitHub's Privacy Statement, and is licensed under this Creative Commons Zero license (<https://creativecommons.org/publicdomain/zero/1.0/>).

Contacting Upstash

Questions regarding Upstash's Privacy Statement or information practices should be directed to support@upstash.com.