
HowFactory Privacy Policy

Maintaining the privacy of your data is a big deal to us. It is your data, not ours, and we will only access your account to help you with a problem, or fix software bugs.

Identity & Access

When you sign up for HowFactory, we ask for your name, company name, and email address. That's just so you can personalize your new account, and we can send you invoices, updates, or other essential information. We will never sell your personal info to third parties, and we won't use your name or company in marketing statements without your permission, either.

When you browse our website and marketing landing pages, we'll track that for statistical purposes (like conversion rates and testing new designs and features). If you take part in our surveys and usability testing sessions, we will store any information you volunteer, for as long as it makes sense. When you write HowFactory with a question or to ask for help, we'll keep that correspondence, and the email address, for future reference.

When you use HowFactory, we'll send one or more "cookies" – a small data file – to your computer to uniquely identify your browser. This helps helps you do things like logging in faster and makes it easier to use the app. You can reset your web browser and refuse all cookies. However, some features you (hopefully) love, may not function properly if the ability to accept cookies is disabled.

The only times we'll ever share your info:

- To provide products or services you've requested, with your permission.
- To investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Terms of Service, or as otherwise required by law.
- If HowFactory is acquired by or merged with another company, we'll notify you well before any information about you is transferred and becomes subject to a different privacy policy.

Law Enforcement

HowFactory won't hand your data over to law enforcement unless a court order says we have to. And unless we're legally prevented from it, we'll always inform you when such requests are made.

Encryption

All data is encrypted via SSL when transmitted from our servers to your browser. The database backups are also encrypted. We go to great lengths to secure your data at rest — you can read more about that in the HowFactory Secure Coding Standards document.

Deleted Data

When you cancel your account, we'll ensure that nothing is stored on our servers past 30 days. Anything you delete on your account while it's active will also be purged within 30 days.

Changes & Questions

HowFactory may update this policy from time to time, we'll notify you about significant changes by emailing the account owner or by placing a prominent notice on our site. You can access, change or delete your personal information at any time by contacting our support team.

Questions about this privacy policy? Please get in touch and we'll be happy to answer them!