

## **ANSWERS PRIVACY POLICY**

**Last Updated: December 21, 2016**

### **Overview & Scope**

Crashlytics, Inc., a wholly owned subsidiary of Twitter, Inc., (“Crashlytics”) offers a suite of products and services to provide developers with information about the functioning of publicly released and beta versions of their mobile applications. Crashlytics’s products and services include “Answers,” which is a software development kit (“Kit”) and associated services focused on analysis and computation of the behavior and usage of mobile applications, including app analytics, event tracking, and conversion tracking. This Privacy Policy explains how Crashlytics collects and uses information about visitors to Answers’s websites and end users of apps that use Answers Kit.

This Privacy Policy is not directed to developers who have incorporated Answers into their mobile applications or otherwise use Answers (“**Developers**”). If you are a Developer, then please consult the [Answers Agreement](#), which is the contract governing the information that Answers collects from you.

### **The Information Answers Collects**

#### Answers’s Websites

When you visit Answers’s websites, including [answers.io](#), Crashlytics’s servers may record certain information. This information includes your IP address, browser type, operating system, the referring web page, pages visited, and cookie information. A cookie is a small text file stored on the customer’s hard drive for an extended period of time, which may include a unique identifier that is sent to a user’s browser from a website’s computer and stored on the user’s computer’s hard drive. The website placing the cookie on the user’s computer can then recognize the computer when the user navigates the website at a later time. Although most web browsers automatically accept cookies, some browsers’ settings can be modified to decline cookies or alert you when a website is attempting to place a cookie on your computer. Consult the help manual for your browser for detailed information. If you choose to decline cookies, then you may lose some of the functionality associated with Answers or its websites.

#### Answers Kit

When you use an application that has integrated Answers Kit, Crashlytics’s servers may record certain information. This information may include the name and app store identifier of that application, the bundle identifier and build version of that application, unique mobile device identifiers (e.g. IDFA (iOS), Advertising ID (Android), and Android ID (Android)) and the associated interest-based advertising opt-out preference as applicable, IP addresses,

timestamps, device model names, device operating system names and version numbers, the language and country settings of the device (iOS), the number of CPU cores on the device (iOS), whether a device is jailbroken (iOS) or rooted (Android), custom application events defined by Developers and the associated attributes, application events predefined by Crashlytics (e.g. Install, Purchase, Add to Cart, Start Checkout, Content View, Search, Share, Rated Content, Sign Up, Log In, Invite, Level Start, and Level End) and the associated attributes, app lifecycle events (iOS), and app activity events (Android). Developers may disable logging of IP address information from their applications at any time, and so it is at the discretion of Developers whether Crashlytics records IP addresses from devices using applications that have integrated Answers Kit.

## **How We Use the Information Answers Collects**

### Information from Answers's Websites

Like many websites, Crashlytics uses web log information, along with cookies, pixels, and similar technologies, to operate our websites, better understand how they are used, resolve technical problems, and enhance your experience on Answers's websites.

### Information from Answers Kit

Crashlytics uses the information collected by Answers Kit in order to provide Answers Kit and Answers services, including providing customer support to Developers, creating aggregate measures of the usage, engagement, and performance of Answers Kit and Answers services, and improving Answers Kit, Answers services, and any other Crashlytics service or software.

By default, Crashlytics also shares the information collected by Answers Kit with Twitter, Inc. and its worldwide affiliates ("Twitter"). Twitter may use this information for facilitating integrations between Answers and other software and services offered by Twitter, improving and maintaining any products and services offered by Twitter, including personalizing those products and services for individual users or devices and delivering, targeting, and measuring the effectiveness of advertisements, improving and maintaining Twitter's systems, and for Twitter's internal business purposes. Developers may disable sharing information with Twitter from their applications at any time as described in the [Answers Agreement](#), and so it is at the discretion of Developers whether information collected by Answers Kit is shared with Twitter and used for these purposes.

## **How We Share the Information Answers Collects**

Crashlytics may disclose aggregate measures of the usage, engagement, and performance of Answers's websites, Answers Kit, and Answers services that do not identify any particular user or device. Otherwise, except for sharing information with service providers as described below and otherwise with Twitter at the discretion of Developers as described above,

Crashlytics does not disclose information collected by Answers's websites or Answers Kit to any third party.

Notwithstanding anything to the contrary in this Privacy Policy, Crashlytics may preserve or disclose your information when it has your consent to do so or if it believes that it is reasonably necessary to comply with a law, regulation, legal process, or governmental request, to protect the safety of any person, to address fraud, security or technical issues, or to protect the rights or property of Crashlytics, Developers, End Users, or visitors to our websites.

### **Choices**

Collection of information is at the discretion of each Developer, so please consult with the Developer whose application you are using as to how to opt out of sharing information with Answers.

Your iOS mobile device may provide a "Limit Ad Tracking" setting. On Android devices, your settings may allow you to "Opt out of Interest-Based Ads." When you have opted out using these settings on a device, Twitter will not use in-app information collected from that device to infer your interests or serve ads to that device that are targeted based on your inferred interests. As described above, Crashlytics itself does not use such in-app information for advertising purposes and so these device settings are only relevant to the applications that share data with Twitter, which, as described above, is at the discretion of Developers.

### **Privacy Practices of Developers**

We require Developers to maintain and comply with a privacy policy that, among other things, is conspicuously posted from their mobile application(s), complies with all applicable laws and regulations, fully and accurately discloses their data collection, use, and sharing practices, including the practices described in this Privacy Policy, and, for applications that share data with Twitter as described above, provides instructions to users on how they can opt out of interest-based advertising, including by using their device settings, and fully and accurately discloses that users' actions in such applications, including browsing and shopping activities, may be collected and used by third parties for serving ads targeted to users' interests, measuring the effectiveness of ads, and personalizing other products and services for individual users or devices.

Developers might not disclose that information is shared with Crashlytics (or Twitter, as applicable) in particular, so Developers' privacy policies might not name Crashlytics (or Twitter, as applicable) specifically.

## **Children**

Crashlytics does not permit Answers to be used by Developers to collect information from applications directed to children or about users who a Developer knows are under the age of 13. Answers is not directed to children and Crashlytics does not knowingly collect personal information from children under 13 years of age. If you learn that Crashlytics has collected any personal information from children under 13 years of age, please contact us at [support@answers.io](mailto:support@answers.io).

## **General Information**

### Service Providers

We engage service providers to perform functions and provide services to us in the United States and abroad. We may share the information we collect with such service providers subject to obligations consistent with this Privacy Policy and any other appropriate confidentiality and security measures, and on the condition that the service providers use your information only on our behalf and pursuant to our instructions.

### Information Collected by Others

Please be advised that we do not control and are not responsible for the privacy practices of any third party, including, but not limited to, Developers and any website or service that links to or from Answers's website, Answers Kit, or Answers services. As described above, we require Developers to maintain a privacy policy that fully and accurately discloses their data collection, use, and sharing practices, including the practices described in this Privacy Policy, but we cannot control the actions of Developers, so please be sure to review the privacy policies of any websites and applications that you may use. This site may contain links to other sites. Crashlytics is not responsible for the privacy practices or content of these other sites. When you leave our site or view a portion of a third party's site through our site, we encourage you to read the privacy policies of each such site. This Privacy Policy applies solely to information collected by Crashlytics through Answers.

### Confidentiality and Security

Answers has reasonable security measures in order to protect both personal and non-personal information from loss, misuse and unauthorized access, disclosure, alteration, or destruction.

### Changes to This Privacy Policy

We may amend this Privacy Policy from time to time. If we make a change to this policy that, in our sole discretion, is material, we will notify you by posting notice of these changes on our website home page and in this Privacy Policy.

### Changes in Corporate Structure

In the event that Crashlytics is involved in a bankruptcy, merger, acquisition, reorganization or sale of assets, information collected by Crashlytics may be sold or transferred as part of that transaction. The promises in this Privacy Policy will apply to your information as transferred to the new entity.

### Consent to Data Processing and Transfer

When using Answers's websites or any application that has incorporated Answers Kit, you consent to the collection, transfer, manipulation, storage, disclosure and other uses of your information as described in this Privacy Policy. This includes any information you choose to provide that is deemed sensitive under applicable law. Irrespective of which country you live in, you authorize Crashlytics (and Twitter, as applicable) to use your information in, and as a result to transfer it to and store it in, the United States and any other country where Crashlytics (or Twitter, as applicable), or any third-party service providers acting on its behalf, operates. Privacy and data protection laws in some of these countries may vary from the laws in the country where you live.

### Does Crashlytics participate in the EU-US Privacy Shield program?

Yes. To bring you the Services, we operate globally. Crashlytics, Inc. and its parent Twitter, Inc. comply with the EU-US Privacy Shield principles (the "Principles") regarding the collection, use, sharing, and retention of personal information from the European Union, as described in our [Privacy Shield certification](#).

If you have a Privacy Shield-related complaint, please contact us as explained in the "Contact Us" section below. As part of our participation in Privacy Shield, if you have a dispute with us about our adherence to the Principles, we will seek to resolve it through our internal complaint resolution process, alternatively through the independent dispute resolution body [JAMS](#), and under certain conditions, through the Privacy Shield arbitration process.

Privacy Shield participants are subject to the investigatory and enforcement powers of the US Federal Trade Commission and other authorized statutory bodies. Under certain circumstances, participants may be liable for the transfer of personal information from the EU to third parties outside the EU. Learn more about Privacy Shield [here](#).

Crashlytics also complies with the US-Swiss Safe Harbor Framework and principles, as described in our [certification](#), and applies the Privacy Shield Principles to information from Switzerland.

### Contact Us

If you have any questions about our Privacy Policy, the Answers websites or the Kit, or any inquiries or requests regarding your information, please contact us at [support@answers.io](mailto:support@answers.io). For Privacy Shield inquiries, please include "Privacy Shield" in the subject of your message.

If you wish to access, correct, or modify personal information you have provided to us in association with your Developer account, we provide you with account tools related to Answers Kit at [answers.io](https://answers.io) or via Twitter's Fabric portal for application developers, available at [fabric.io](https://fabric.io). If you wish to delete your account, you may do so by contacting [support@answers.io](mailto:support@answers.io).