

Privacy Policy

Last Updated: Aug 25, 2024

This privacy notice outlines the privacy practices for <https://trychaser.com> website and application. This privacy notice applies solely to information collected by this website and our services.

What information we collect

- The authentication tokens necessary to connect to Slack.
- Task information as specified by you, such as task title and due date.
- Name, Email and Slack user IDs as required to identify assignees on tasks.
- Non-sensitive configuration parameters as specified by you, such as frequency of reminders and working hours.
- The landing page and website <https://trychaser.com> is built on the Webflow platform <https://webflow.com/legal/privacy>. Webflow collects cookies for web analytics and UX optimization.

Data retention

The data is retained until deletion is requested by the Slack workspace owner or application is removed from Slack workspace, whichever happens sooner. It takes 35 days for data to be completely removed from the rolling backups. Authentication tokens stored in encrypted storage are removed within one business day.

To request data deletion or other requests related to your data, send an email to privacy@trychaser.com.

Security

We implement Slack's security guidelines designed to protect against unauthorized access to services or use of the data we access;

- Chaser is a Slack Plugin that leverages Slack's SSO authentication
- Installing Chaser does not give Chaser access to the contents of your Slack messages

Data collected to support operation is stored in Encrypted AWS Postgres relational database.

Our engineering team was responsible for SOC2 and ISO 27001 compliance, data infrastructure and change management controls in a public U.S. company for over a decade. We are in the process of receiving SOC2 compliance certification for Chaser.

Third-Party Services

Our service integrates with Slack and is hosted on the leading cloud hosting provider AWS (Amazon Web Services)

- <https://slack.com/trust/privacy/privacy-policy>
- <https://aws.amazon.com/privacy/>

We use Heroku Cloud Application Platform to securely build and deploy Chaser:

- <https://www.heroku.com/policy/security>

Changes to This Privacy Policy

We will notify all users of any changes by posting the new Privacy Policy on this page and via email. These changes are effective immediately after they are posted on this page.

Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at privacy@trychaser.com.