Privacy Policy of Remotion (v5.0)

This Privacy Policy will go into effect as soon as Remotion 5.0 is released and will govern the use of Remotion version 5.0 and onwards. The current Privacy Policy can be found in the previous version (4.0).

About this Privacy Policy

This Privacy Policy reflects the way Remotion handles personal Data. It helps to define Remotion's relationship with its Users as they interact with the Remotion Software and Remotion's Services. The User must read this document carefully, understanding it, is important because a User accepts this Privacy Policy by using Remotion's offerings.

Capitalized words are defined in the relevant dedicated section of this document (i.e., "Definitions and legal references").

Remotion Software and related Services are provided by:
Remotion AG
Neunbrunnenstrasse 38
8050 Zürich
Switzerland

Contact email:
privacy@remotion.dev

Unless otherwise specified, this Privacy Policy generally applies when using the Remotion Software and/or related Services. Single or additional conditions may apply in specific scenarios. Such cases are additionally indicated within this document.

Definitions and legal references

Privacy Policy

All information and provisions applicable to the use of the Remotion Software and/or Service as described in this document, including any other related documents or agreements, and as updated from time to time.

Remotion

Indicates the legal entity (i.e., Remotion AG) that provides the Remotion Software and Services to Users.

Remotion Software

The software provided by Remotion which allows Users to create media (e.g., videos and images) using the React framework. The use of the Remotion Software or related Services might be the reason why Personal Data of the User is collected and processed.

Personal Data

Any information that directly, indirectly, or in connection with other information allows for the identification of a natural person.

Non-Personal Data

Any information that does not qualify as Personal Data (i.e., information that does not contain any information that can be used to identify a natural person). For example, pseudo-anonymized or anonymized data qualifies as Non-Personal Data.

Usage Data

Information collected automatically by Remotion (or third-party services utilized by Remotion), which can include:

- the IP addresses or domain names of the computers utilized by the Users,

- the URI addresses (Uniform Resource Identifier),
- the time of the request,
- the method utilized to submit the request to the server,
- the size of the file received in response,
- the numerical code indicating the status of the server's answer (successful outcome, error, etc.),
- the country of origin,
- the features of the browser and the operating system utilized by the User,
- the various time details per visit and the details about the path followed within Remotion's websites, with special reference to the sequence of pages visited,
- the User's IT environment and other parameters about the device's operating system,
- the User's usage of the Remotion Software, and
- render telemetry data collected automatically when the Remotion Software is used with a license key, including the IP address, domain name, whether the render was in production or development, and whether the render was a video or a still image.

User

The individual using the Remotion Software or related Services who, unless otherwise specified, coincides with the Data Subject. The individual can be, for example, a developer using the Remotion Software and/or Services for personal or commercial use.

Data Subject

The natural person to whom the Personal Data refers.

Data Processor

The natural or legal person, public authority, agency, or other body that processes Personal Data on behalf of the Data Controller, as described in this Privacy Policy.

Data Controller

The natural or legal person, public authority, agency, or other body that, alone or jointly with others, determines the purposes and means of processing Personal Data, including the security measures concerning the operation of Remotion. The Data Controller, unless otherwise specified, is Remotion.

For its online services, including account, billing, store, support, license verification, and telemetry data, Remotion acts as an independent Data Controller, processing this Personal Data for Remotion's own purposes rather than on the instructions of a User as that User's processor. For this reason, a separate GDPR Article 28 Data Processing Addendum is generally not required for the processing described here. See the DPA Statement for details.

Service

The services provided by Remotion as described in the Terms and Conditions.

European Union (or EU)

Unless otherwise specified, all references made within this document to the European Union include all current member states to the European Union and the European Economic Area.

Types of Personal Data collected

Among the types of Personal Data that Remotion collects, by itself or through third parties, there are:
first name; last name; email address; billing address; payment information; IP addresses collected through render telemetry (see Telemetry); and/or Usage Data.

Method of collecting Personal Data

Personal Data may be freely provided by the User, or collected automatically in case of Usage Data, when using the Remotion Software and/or related Services. In addition, telemetry data (including IP addresses) is collected automatically when renders are performed with a license key enabled in the Remotion Software.

Users are owners of their Personal Data and responsible for any Personal Data they obtain, publish, or share by using the Remotion Software or Services.

Remotion does not receive or collect the content or metadata of rendered media, project source code, rendered output, or a User's own end-user content through its account, billing, and license-management services. Users may separately choose to submit files or other content to Remotion, for example when requesting support. Where a User's integration causes Personal Data of the User's own end users (for example, end-user IP addresses or technical identifiers) to be transmitted to Remotion through render telemetry, the User is responsible for providing any notices and obtaining any consents required under applicable data protection law, including referencing Remotion in the User's own privacy notices where required.

Methods of processing Personal Data

Personal Data processing is carried out using computers and/or IT-enabled tools, following organizational procedures and modes strictly related to the purposes indicated. To understand how Remotion uses Personal Data, please refer to the section "Detailed information on using Personal Data".

Remotion takes appropriate security measures to prevent unauthorized access, disclosure, modification, or unauthorized destruction of the Personal Data.

In addition to Remotion, in some cases, the Personal Data may be accessible to certain external parties appointed, if necessary, as Data Processors by Remotion. The updated list of these parties may be requested by Users from Remotion at any time. For more details on how Remotion shares information, please refer to the section "Sharing information".

Place of processing Personal Data

The Personal Data is processed at Remotion's operating offices and in any other places where the third parties involved in the processing (i.e., Data Processors) are located. Users are entitled to learn about the legal basis for data transfers to other countries, including data transfers to any international organization governed by public international law and about the security measures taken by Remotion to safeguard their Personal Data. Please see the contact information at the beginning of this document.

Detailed information on using Personal Data

Remotion uses the Personal Data of its Users for a number of different reasons, as further described.

Remotion needs to have a valid legal basis in order to process Personal Data. The main legal bases under the European Union's General Data Protection Regulation (GDPR) that justify the collection and use of Personal Data are:

- Performance of a contract - When Personal Data is necessary to enter into or perform a contract with a User (e.g., Terms and Conditions of Remotion).
- Consent - When a User has consented to Remotion's use of Personal Data (online or offline).
- Legitimate interests - When Remotion uses Personal Data to achieve a legitimate interest.
- Legal obligation - When Remotion has to use Personal Data to comply with legal obligations.
- Legal claims - When Personal Data is necessary for Remotion to defend, prosecute, or make a claim.

Below are the general purposes and corresponding legal bases [in brackets] for which Remotion may use Personal Data:

- Providing access to and use of the Remotion Software and/or Services [depending on the context: performance of a contract, legitimate interests, or legal claims].
- Processing and completing transactions and sending related information, including purchase confirmations and invoices, and important notices [depending on the context: performance of a contract or legitimate interests].
- Responding to queries and requests, or otherwise communicating directly with a User [depending on the context: performance of a contract, legitimate interests, or legal claims].
- Improving the content and general administration, including system maintenance and upgrades, enabling new features, and enhancing both user experience and customer experience [legitimate interests].
- Detecting fraud, illegal activities, or security breaches [legitimate interests].
- Providing Services to Users [depending on the context: performance of a contract or legitimate interests].
- Ensuring compliance with applicable laws [compliance with a legal obligation].
- Conducting statistical analyses and analytics by monitoring and analyzing trends, usage, and activities in connection with the Remotion Software and/or Services [depending on the context: consent where required or legitimate interests].
- Increasing the number of customers who use the Remotion Software and/or Services through marketing and advertising [depending on the context: consent where required or legitimate interests].
- Sending commercial communications, in line with User's communication preferences, about products and services, features, newsletters, offers, promotions, and events [depending on the context: consent where required or legitimate interests].
- Providing information to regulatory bodies when legally required, and only as outlined below in this Privacy Policy [depending on the context: legal obligation, legal claims, or legitimate interests].
- Verifying license compliance and providing rendering activity insights to Users through render telemetry, as described in the Telemetry section of the Terms and Conditions [performance of a contract].

In any case, Remotion will gladly help to clarify the specific legal basis that applies to the processing, and in particular, whether the provision of Personal Data is a statutory or contractual requirement.

Sharing information

Third-party service providers

Remotion discloses Personal Data to its third-party agents, contractors, or service providers who are hired to perform services on behalf of Remotion. These companies help Remotion provide the Remotion Software and/or Services, and in some cases, collect information directly, for example, in payment processing, which is provided by Stripe.

Below is an illustrative list of functions for which Remotion may use third-party service providers to collect and/or process Personal Data:

- Analytics services
- ERP and CRM providers
- Lead generation partners
- Marketing and social media partners
- Customer support services
- Payment processors
- Hosting and content delivery network services
- Functionality and debugging services
- Professional service providers, such as auditors, lawyers, consultants, accountants, and insurers

A current, itemized list of the service providers Remotion engages for its online services and usage telemetry, including their location and high-level purpose, is published in the DPA Statement.

This Privacy Policy applies only to Remotion's offerings. These offerings may contain links to other websites not operated or controlled by Remotion ("third-party sites"). The policies and procedures described in this Privacy Policy do not apply to such third-party sites. Remotion suggests contacting those sites directly for information on their privacy policies.

Business transfers

As Remotion continues to grow, it may purchase websites, applications, subsidiaries, other businesses, or business units. Alternatively, Remotion may sell businesses or business units, merge with other entities, and/or sell assets or stock, in some cases as part of a reorganization or liquidation in bankruptcy. As part of these transactions, Remotion may transfer Personal Data to a successor entity upon a merger, consolidation, or other corporate reorganization in which Remotion participates, or Remotion may transfer Personal Data to a purchaser or acquirer of all or a portion of Remotion's assets, bankruptcy included.

Anonymized data

Remotion shares Non-Personal Data with third parties for various purposes, including

- compliance with reporting obligations;
- for business or marketing purposes;
- to assist Remotion and other parties in understanding Users' interests, habits, and usage patterns for certain programs, content, services, marketing and/or functionality available through the Remotion Software and/or Services.

Legal obligations, security, and actions

The User's Personal Data may be used for legal purposes by Remotion in court or in the stages leading to possible legal action arising from improper use of the Remotion Software or the related Services. Remotion will preserve or disclose Personal Data in limited circumstances (other than as set forth in this Privacy Policy), including:

- with the User's consent;
- when Remotion has a good faith belief it is required by law, for any judicial or administrative order;
    - If Remotion is required to disclose Personal Data by law regarding any judicial or administrative order, Remotion's policy is to respond to requests that are properly issued by law enforcement within Switzerland or via a mutual legal assistance mechanism (such as a treaty).
- to protect the safety of any person;
    - Note that if Remotion receives information that provides it with a good faith belief that there is an emergency involving danger or serious threat to a person, Remotion may provide information to law enforcement trying to prevent or mitigate the danger, this is determined on a case-by-case basis.
- to protect the safety or security of its offerings or to prevent spam, abuse, or other malicious activity of actors with respect to Remotion's offerings; or
- to protect Remotion's rights and property or the rights and property of those who use Remotion's offerings.

Retention time

Unless specified otherwise in this document, Personal Data shall be processed and stored for as long as required by the purpose they have been collected for and may be retained for longer due to applicable legal obligation (e.g., tax and accounting requirements) or based on the User's consent.

Considering the above, the following applies:

- Personal Data collected for the purposes related to the performance of a contract between Remotion and the User shall be retained until such contract has been fully performed.

- Personal Data collected for the purposes of Remotion's legitimate interests shall be retained as long as needed to fulfill such purposes. Users may find specific information regarding the legitimate interests pursued by Remotion within the relevant sections of this document or by contacting Remotion.

Remotion keeps security audit logs (what you did, when, and from which IP address) for 12 months to protect your account and meet its legal duties. Legal basis: GDPR Art. 6(1)(f) legitimate interests and Swiss FADP Art. 31(2)(c) IT security.

It is important to understand that Remotion cannot delete information when it is needed for the establishment, exercise, or defense of legal claims. In this case, the information must be retained as long as needed for exercising respective potential legal claims.

When there is no longer an ongoing legitimate business need to process the User's Personal Data, Remotion will either delete or anonymize it or, if this is not possible (for example, because the User's Personal Data has been stored in backup archives), Remotion will securely store the User's Personal Data and isolate it from any further processing until deletion is possible.

Once Personal Data is deleted (or at least anonymized), the right to access, the right to erasure, the right to rectification, and the right to data portability cannot be enforced.

Anonymization

In certain circumstances, Remotion may anonymize Personal Data rather than removing it, to utilize it for statistical analysis. In such cases, Remotion will make sure that there is no way that the Personal Data can be linked back to a User or any specific user.

Data security and integrity

Remotion takes steps that are reasonably necessary to securely provide the Remotion Software and Services. Remotion has put in place reasonably appropriate security measures designed to prevent Personal Data from being accidentally lost, used, or accessed in an unauthorized way, altered, or disclosed. Remotion limits access to Personal Data only to those employees, agents, contractors, and third parties who have a matter to know.

If required, Remotion will notify the User and any applicable regulator of a suspected data security breach.

Nevertheless, no Internet or email transmission is ever fully secure or error-free. In particular, emails sent to or from the Services may not be secure. Therefore, special care needs to be taken by the User regarding what information should be sent to Remotion via email. For any questions about the security of the User's information, please contact privacy@remotion.dev.

The rights of Users based on the General Data Protection Regulation (GDPR)

Users may exercise certain rights regarding their Personal Data processed by Remotion. In particular, Users have the right to do the following, to the extent permitted by law:

- Right to be informed - Users have the right to learn if Personal Data is being processed by Remotion and obtain disclosure regarding certain aspects of the processing (i.e., this Privacy Policy).
- Withdraw their consent at any time - Users have the right to withdraw consent where they have previously given their consent to the processing of their Personal Data.
- Access their Personal Data - Users can obtain a copy of the Personal Data undergoing processing (i.e., Data Subject access request).
- Verify and seek rectification - Users have the right to verify the accuracy of their Personal Data and ask for it to be updated or corrected.

- Have their Personal Data deleted or otherwise removed - Users have the right to obtain the erasure of their Personal Data from Remotion (unless it remains necessary for Remotion to continue processing the User's Personal Data for a legitimate business need or to comply with a legal obligation as permitted under the GDPR, in which case Remotion will inform the User).
- Restrict the processing of their Personal Data - Users have the right to ask Remotion to suspend the processing of their Personal Data. In this case, Remotion will not process their Personal Data for any purpose other than storing it.
- Receive their Personal Data (i.e., data portability) - Users have the right to receive their Personal Data, where possible, in a structured, commonly used, and machine-readable format.
- Object to processing of their Personal Data — Users have the right to object to the processing of their Personal Data (e.g., objection for direct marketing purposes).
- Rights in relation to automated decision-making and profiling — Remotion is obligated to be transparent about any profiling it does or any automated decision-making.
- Lodge a complaint - Users have the right to bring a claim before their competent data protection authority.

These rights are subject to certain rules around when a User wants to exercise them (please see GDPR).

Users are also entitled to learn about the legal basis for data transfers to other countries, including data transfers to any international organization governed by public international law, such as the UN, and about the security measures taken by Remotion to safeguard their Personal Data. Please see the contact information at the beginning of this document.

Details about the right to object to processing

Where Personal Data is processed for a public interest, in the exercise of an official authority vested in Remotion, or for the purposes of the legitimate interests pursued by Remotion, Users may object to such processing by providing a reason related to their particular situation to justify the objection.

Users must know that, however, should their Personal Data be processed for direct marketing purposes, they can object to that processing at any time, free of charge and without providing any justification. Where the User objects to processing for direct marketing purposes, the Personal Data will no longer be processed for such purposes.

How to exercise these rights

Any requests to exercise User rights can be directed to Remotion through the contact information provided in this document. Such requests are free of charge and will be answered by Remotion as early as possible and always within one month, providing Users with the information required by law. Any rectification or erasure of Personal Data or restriction of processing will be communicated by Remotion to each recipient to whom the Personal Data has been disclosed unless this proves impossible or involves disproportionate effort. At the Users' request, Remotion will inform them about those recipients of their Personal Data.

System logs and maintenance

For operation and maintenance purposes, Remotion and any trusted third-party services may collect files that record interaction with the Remotion Software (System logs) or use other Personal Data (such as the IP Address) for this purpose.

Information not contained in this Privacy Policy

While this Privacy Policy broadly governs the use of Remotion Software and related Services, it is important to note that specific scenarios might require specific or supplementary provisions. In these cases, the relevant details will be clearly identified, and Users will be explicitly notified about such specific or supplementary provisions.

In addition to the information contained in this Privacy Policy, Remotion may provide the User with additional and contextual information concerning particular Services or the collection and processing of Personal Data upon request. Please see the contact information at the beginning of this document.

Changes to this Privacy Policy

This Privacy Policy was last updated on the date indicated below, but it is suggest that Users review it from time to time, as Remotion's offerings and business may change. As a result, at times, it may be necessary for Remotion to make changes to this Privacy Policy. Remotion reserves the right to update or modify this Privacy Policy at any time without prior notice. However, if Remotion makes changes that are believed will materially impact this Privacy Policy or the User's rights, Remotion will promptly notify the User of those changes. The User's continued use of the Remotion Software and/or Services after any changes or revisions to this Privacy Policy shall indicate the User's agreement with the provisions of such revised Privacy Policy.

Legal information

This Privacy Policy relates solely to Remotion if not stated otherwise within this document.