



# Realtime Media Privacy Policy

## Overview

Thank you for your interest in Realtime Media or one of our online Promotions. The protection of your personal data is something that we take very seriously. Your data will be processed and handled in accordance with legal data protection regulations.

## Personal Data

Personal Data is defined as any information relating to an individual or an identifiable natural person. An identifiable person is anyone who can be identified by a reference to an identifier such as a name, id number, email address or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person

## Cookies and Tracking

Realtime Media's website and its promotional sites use Cookies and Tracking to make the user experience better.

Cookies and the data that they hold can only be read by the sites that drop them and aide the user experience, for instance, by allowing us to do things like not require a user to enter their email when returning to a login page. These Cookies reside directly on the user's computer or device and cannot be read by other machines or software.

Tracking allows us to report overall user behaviors back to the clients running the promotion. There is no Personal Data stored in the tracking that RTM has built into their promotions and that Personal Data we have within our system it not transferred to the tracking system.

## Collection of General Data and Information

When a user hits the RTM website or a Promotional site, a series of general data points are collected in log files on our web servers. This data would include points that describe the users' browser, operating system, referrer (what site the user is coming from), the protocol (https) as well as any other meta data that could be used to serve the response back to the user. This data does not contain PII and is only used for troubleshooting the webserver health when needed.

## Registration through an RTM Promotion

User data will be collected through contact or registration forms and can include information such as:

First and Last Name  
Email and Physical Address



Phone Number  
Age

In addition, our forms may have one or more opt-in checkboxes, prompting the user to opt-in to mailing lists and future correspondence from either RTM or the client.

All data is transferred via HTTPS protocol and encrypted "at rest" in our database.

## Subscription to future emails

In all RTM Promotions, users are given the choice to opt in to future email correspondence from the Client. Typically, each promotion has its own database and data is provided to the client at the conclusion of the promotion, unless otherwise specifically ask for by the client at any point in time.

## GDPR Data Subject Rights

For members of RTM promotions residing in the European Union (EU) AND the promotion is open to residents of the specific EU country.

At any point in time, an EU user has the right to contact RTM's Data Protection Officer (DPO) ([GDPR@PromoSupport.com](mailto:GDPR@PromoSupport.com)).

Each EU user has the right to obtain from RTM confirmation as to whether or not RTM is processing personal data pertaining to that user.

Each EU data subject shall have the right to request information about his/her personal information stored at any time by RTM.

Each EU data subject has the right to request the correction of inaccurate personal data concerning their user record(s).

Each EU data subject has the right to request full erasure of their personal data from the RTM systems in accordance with all GDPR rules. The user should contact our DPO via [GDPR@PromoSupport.com](mailto:GDPR@PromoSupport.com). The DPO will promptly ensure that the erasure request is complied with immediately.