



TrackJS Privacy Policy

Revision 2.0

This Agreement was last modified on August 15, 2025

TrackJS LLC ("TrackJS", "we", "us") provides error tracking services ("Services") for web applications. We are committed to protecting the privacy of our customers, and their users. We have prepared this Privacy Policy to describe our practices in gathering, securing, and using application and personal data.

By making Application Data or Personal Data available to us through our website, Services, or related communication, you agree to the terms of this Privacy Policy and you expressly consent to the processing of your Application Data and Personal Data in accordance with this Privacy Policy. Your Personal Data may be processed outside the country in which it was collected, where laws regarding processing of Personal Data may be less stringent than the laws in your country.

Information We Collect

TrackJS may collect and process the following Personal Data from you:

Data You Give Us

TrackJS collects Personal Data from you when you voluntarily provide us with such Data in the course of using our website, Services, or related materials. For example, when you subscribe to [our newsletter](#) you volunteer your name and email address.

Data We Collect Automatically

TrackJS and our service providers collect certain technical information automatically when you visit our website or use our Services, such as your browser, operating system, referrer, IP address, and other Internet data. We gather this information with the use of cookies and similar tracking technologies.

Data Collected for Business

We may store and collect Personal Data from you when you do business with us, such as storing your Billing Address and contact information so that we may maintain business relations with you as your vendor, supplier, or other third party.

Data Collected as your Data Processor

TrackJS collects data on behalf of our customers in the context of providing our Services. All data collection provided by the Service is completely controlled by the customer, so you can choose the right level of information collection and privacy for your needs. For example, you can configure the Services to ignore or anonymize IP Addresses from your users should you not want TrackJS to store that data. For more information on configuring the service, see [the TrackJS Documentation](#).

How We Protect Your Information

TrackJS uses a variety of security measures to maintain the safety of your Personal Data. All supplied payment information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private information (e.g., credit cards) will not be stored on our servers.

TrackJS will never sell your Personal Data to anyone. Your Personal Data is only accessible to TrackJS employees, contractors, and our service providers that require access in order to administer the TrackJS website, services, or related materials, or to provide you with support and assistance.

How We Use Your Information

Personal Data we collect from you is used either to respond to requests that you make, or to aid us in serving you better. TrackJS uses your Personal Data in the following ways:

- To create and secure your account on our network,
- To identify you as a user in our system,
- To provide improved administration of our website, Services, and related materials,
- To improve the quality of experience when you interact with our website, Services, and related materials,
- To send you welcome, setup, and notification emails in relation to providing the TrackJS Services,
- To send you security and service-related notifications,
- To respond to your customer support inquiries,

- To detect, prevent, and address technical issues, fraud, and abuse,
- To solicit your feedback on our Services.

Legal Basis for Processing (EEA and UK Visitors)

If you are located in the European Economic Area (EEA) or United Kingdom (UK), we collect and process your Personal Data only where we have a legal basis for doing so under applicable data protection laws. The legal basis depends on the Services you use and how you use them. We process your Personal Data on the following legal bases:

- **Contract Performance:** To provide you with the Services you requested
- **Legitimate Interests:** To operate our business, improve our Services, and communicate with you
- **Consent:** Where you have given us explicit consent to process your data for specific purposes
- **Legal Obligation:** To comply with applicable laws and regulations

Optional AI-Powered Features

AI Debugger

We offer an optional AI-powered debugging assistance feature (the "AI Debugger") that, when enabled by account administrators, provides intelligent analysis of error data. This feature involves the following data practices:

Data Processing:

- The AI Debugger is ONLY activated when you explicitly click on the AI Debugger tab for a specific error
- When activated, sanitized error data is sent to OpenAI, L.L.C., our third-party AI service provider located in the United States
- We automatically remove end-user IP addresses and usernames before transmission
- OpenAI processes this data solely to generate debugging insights and does NOT use it for model training

Data Retention:

- OpenAI retains the error data sent through their API for a maximum of 30 days, after which it is automatically deleted
- TrackJS does not store the AI-generated responses beyond your normal account data retention settings

Your Controls:

- This feature is disabled by default for existing customers
- Account administrators can enable or disable this feature at any time through account settings
- Each user chooses whether to use the AI Debugger on a per-error basis
- Disabling the feature prevents any future data from being sent to OpenAI

Important Limitations:

- You are responsible for ensuring that no sensitive personal data, special categories of data, or regulated data (such as health information, financial data, or government identifiers) is included in error data that may be sent to OpenAI
- While we implement automated filtering, we cannot guarantee complete removal of all sensitive data types

Data Retention

Visitor error data is retained for 10, 15, or 30 days depending on your subscription level. We retain your Personal Data for as long as necessary to provide you with our Services and as described in this Privacy Policy. We may also retain and use your information to:

- Comply with our legal obligations
- Resolve disputes
- Enforce our agreements
- Maintain security and fraud prevention records

When you delete data through our Services, we follow a deletion process to ensure that your data is safely and completely removed from our servers or retained only in anonymized form. For data sent to third-party processors like OpenAI, deletion occurs according to their documented retention policies as described above.

Your Data Protection Rights

Depending on your location, you may have certain rights regarding your Personal Data:

For All Users:

- **Access:** Request information about the Personal Data we hold about you
- **Correction:** Request correction of inaccurate or incomplete Personal Data
- **Deletion:** Request deletion of your Personal Data, subject to certain exceptions
- **Data Portability:** Request a copy of your Personal Data in a structured, machine-readable format

Additional Rights for EEA/UK Residents:

- **Restriction:** Request that we restrict processing of your Personal Data
- **Objection:** Object to our processing of your Personal Data based on legitimate interests
- **Withdraw Consent:** Where processing is based on consent, you may withdraw it at any time

Additional Rights for California Residents:

Under the California Consumer Privacy Act (CCPA), California residents have:

- The right to know what Personal Data we collect, use, disclose, and sell
- The right to request deletion of Personal Data
- The right to opt-out of the sale of Personal Data (Note: TrackJS does not sell Personal Data)
- The right to non-discrimination for exercising privacy rights

Additional Rights for Residents of Other U.S. States:

Residents of Colorado, Connecticut, Utah, and Virginia have similar rights under their respective state privacy laws.

To exercise any of these rights, please contact us at hello@trackjs.com. We will respond to your request within the timeframe required by applicable law.

International Data Transfers

Your Personal Data may be transferred to and processed in countries other than the country in which you are resident. These countries may have data protection laws that are different from the laws of your country.

Specifically, our servers are located in Canada and the United States, and our third-party service providers operate in various countries. This means that when we collect your Personal Data, we may process it in any of these countries.

We have implemented appropriate safeguards to protect your Personal Data in accordance with this Privacy Policy and applicable data protection laws, including:

- Standard Contractual Clauses approved by the European Commission
- Data Processing Agreements with all service providers
- Technical and organizational security measures

Third-Party Service Providers

We use the following categories of third-party service providers to help us provide our Services:

- **Infrastructure Providers:** OVH Limited (Canada) for hosting services
- **Cloud Storage:** Amazon Web Services (United States) for backup storage
- **Communication Services:** Mailgun Technologies (United States) for transactional emails
- **AI Services:** OpenAI, L.L.C. (United States) for optional AI-powered features (only when explicitly enabled and used)
- **Payment Processing:** Stripe, Inc. (United States) for payment processing
- **Analytics Services:** PostHog (United States) for product analytics

All third-party service providers are contractually obligated to protect your Personal Data in accordance with applicable laws and may only process your data as necessary to perform services on our behalf.

Children's Privacy

Our Services are not intended for children under the age of 13 (or 16 in the EEA). We do not knowingly collect Personal Data from children under these ages. If you become aware that a child has provided us with Personal Data, please contact us at hello@trackjs.com, and we will take steps to delete such information.

Security Incident Notification

In the event of a security breach that affects your Personal Data, we will notify you and any applicable regulators as required by law. Notifications will be sent to the email address associated with your account as soon as reasonably practicable, consistent with the legitimate needs of law enforcement and any measures necessary to determine the scope of the breach and restore the integrity of our systems.

Cookies and Tracking Technologies

What Are Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns.

Important Notice for Our Customers: No End-User Cookies

TrackJS does not place cookies on your end users' browsers. When you integrate TrackJS error monitoring into your website or application, we do not use cookies, localStorage, or any other persistent tracking technologies to identify or track your visitors. This means:

- Your end users are not tracked by TrackJS across sessions
- No cookie consent banner is required for TrackJS functionality

- TrackJS does not create user profiles or persistent identifiers for your visitors
- Each error report is processed independently without tracking individual users over time

Our error monitoring service operates entirely through JavaScript that runs in your users' browsers to capture and report errors, but this does not involve placing any cookies or other tracking mechanisms on their devices.

How We Use Cookies on TrackJS.com

We use cookies and similar tracking technologies only on our own TrackJS website and application (trackjs.com) for our direct customers:

- **Essential Cookies:** Required for the Service to function properly (login sessions, authentication)
- **Analytics Cookies:** Help us understand how customers interact with our Service
- **Preference Cookies:** Remember your settings and preferences in the TrackJS dashboard

Managing Cookies

These cookies only affect visitors to trackjs.com, not end users of websites monitored by TrackJS.

TrackJS customers and visitors who do not wish to have cookies placed on their computers when visiting our website should set their browsers to refuse cookies before using the TrackJS website, Service, or dashboard. Please note that certain features may not function properly without the aid of cookies.

Summary for Compliance

- **For TrackJS Customers:** You do not need to update your cookie policy or consent banners to account for TrackJS, as we don't place cookies on your users
- **For End Users:** You are not tracked by TrackJS when visiting websites that use our error monitoring service
- **For TrackJS.com Visitors:** We use cookies only for essential functionality and to improve our services for our direct customers

Do Not Track Signals

We do not currently respond to web browser "Do Not Track" signals. If we do so in the future, we will describe how we do so in this Privacy Policy.

Third-Party Links

Our Service may contain links to third-party websites or services that are not operated by us. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services. We encourage you to review the privacy policies of these third parties.

Marketing Communications

We may send you marketing communications about our Services if you have:

- Requested information from us
- Used our Services
- Provided us with your contact details when entering a competition or registering for a promotion

You can opt-out of marketing communications at any time by:

- Clicking the "unsubscribe" link in any marketing email
- Contacting us at hello@trackjs.com

Note that even if you opt-out of marketing communications, we may still send you service-related communications, such as security updates or billing notifications.

Contact Information

If you have any questions about this Privacy Policy, our data practices, or your dealings with our Services, please contact us at:

Data Protection Officer: hello@trackjs.com

Mailing Address:

TrackJS LLC
2112 Broadway St NE STE 225 PMB 25
Minneapolis, MN 55413-3081
United States

Privacy Policy Changes

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. When we make material changes, we will:

- Update the "last modified" date at the top of this Privacy Policy
- Notify you through a prominent notice on our Service
- Obtain your consent where required by applicable law

Your continued use of our Services after any changes indicates your acceptance of the updated Privacy Policy.

