Privacy Policy

We value your privacy

- We'll collect as little information about you and your application as possible.
- We'll share your personal data with 3rd parties only for limited purposes.
- You can contact us anytime for a DRS / GDPR or any other privacy request — Just call +44 (0) 20 3287 2855 or email support@jclarity.com

Reasons we share your personal data

We share your personal data with your consent or as necessary to complete any transaction or provide any product or service you have requested or authorized. For example, we share your content with third parties when you instruct us to do so. We will also share payment data with banks and other entities that process payment transactions or provide other financial services when you provide payment data to make a purchase.

In addition, we share personal data among our affiliates and subsidiaries (if any). We may also disclose personal data as part of a corporate transaction such as a merger, acquisition, or sale of assets. If we are subject to a merger or acquisition by a third party, we will need to share your personal data with that third party in order to continue providing you with our products and services.

Billing data

We don't hold onto your Credit Card details — payments are always securely managed through accredited Payment Gateways.

Email address

We do take your email address so we can send you useful information (such as performance tuning presentations, tuning guides, videos, webinars and so forth). We'll only email you three times during a trial period, once at the start to say welcome, once during the middle to give you extra resources to look at and once at the end to find out whether you were happy with the trial. If you really don't want to be emailed [contact us](#) immediately and we'll take you off the email list.

We'll also invite you to our Friends of jClarity community, were performance tuning experts from around the world discuss topics such as micro benchmarking, garbage collection and so forth. This is strictly optional to join.

Phone Number

We do take your phone number as we believe that a Human to Human phone call beats dealing with robots any day! We'll only call you twice during a trial period, once at the start to say welcome and once at the end to find out whether you were happy with the trial. If you really don't want to be called [email us](#) immediately and we'll take you off the call list.

Illuminate / Censum as a Service

Censum as a Service is an illuminate module which can be run as a standalone service. References to Illuminate can be substituted for Censum as a Service if you're only using that module.

Illuminate Hosted service locations

We understand that some users have legal (and other) requirements to have their service hosted in a particular geographical location. See [Can I have my service hosted in a particular location?](#) FAQ section for details.

Illuminate Daemon data

As an initial step, we send in minimal hardware and operating system metrics. When asked to show the results of a diagnosis we send back technical details such as execution profiles. See [What data does the Illuminate Daemon send back?](#) FAQ section for details.

Censum Phone home data

We send in a UUID, and the Java and Censum version numbers. See [What data does Censum send back?](#) FAQ section for details.

But I'm not connected to the internet!
That's OK, we'll record the usage and send it in when you do connect.

Product Feedback

The data gathered is purely technical hardware and JVM resource data, we don't log your application data.

Did we get it wrong?

We take privacy extremely seriously. Please do [contact us](#) immediately if you have any concerns.