

Is my data safe with streamGo?

We'll take good care of your data.

The streamGo platform processes data on behalf of you (our client). We collect personal data in a number of ways – via our registration pages, our API and our auto register URLs. We also collect session and viewing information as users engage with our events.



Our Domains Use HTTPS

On streamGo hosted domains (<https://events.streamgo.co.uk/>) all data is sent using HTTPS ensuring that the data is encrypted while in transit. Events and pages hosted by streamGo on client URLs (i.e. webinars.yourdomain.com) may or may not be transmitted HTTPS depending on the SSL status of your domain. streamGo always recommend that pages are hosted HTTPS so that data is sent encrypted to our database. We encrypt data using the TLS protocol and default to using the highest version of TLS supported by your visitors' browsers.

What Data Do We Collect?

The personal data we collect and process is client specific and depends entirely on the data that you (our client) wants us to collect and process. This typically includes first name, last name, email, company, job title and country. However it may be more or less depending on your requirements. The session data we collect includes user IP address, length of time viewing, clicks and on page engagement. We do not collect or process sensitive personal information like bank or credit card details.

Where Is The Data Kept?

All data is stored in two places, both inside the EU, our Virtus datacentre in London and on the Amazon Web Services platform in the EU-West-1 Region (Ireland). Both data centres are compliant to ISO27001, ISO9001 and ISO14001 accreditation. Data access is tightly controlled to authorised members of the streamGo team only. We take data security very seriously.

How Long Do We Keep The Data For?

Data is stored for up to one year after your agreement with us ends. This could be several years after your initial event if you continue to work with us. This is so you have previous data available in order to compare your attendance and registration data with current events. However, data can be deleted at your request or in line with data retention policy of your choosing.

Data Sharing

Data is never shared between clients – this means that if an attendee registers for an event for Brand A and also for Brand B (both of which are powered by streamGo) the data is stored completely separately.

The streamGo platform uses trusted 3rd party suppliers to facilitate the streamGo platform and our service to you. However, any sharing of data is minimised wherever possible – for example with most suppliers only a contact ID is shared (meaning no personal information is shared). Where necessary (i.e. to dispatch and deliver emails on our behalf) then some personal information like email address may be shared with a trusted 3rd party in order to facilitate this service.