

Real User Monitoring

RUM Policy

Product Documentation



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Privacy Policy

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1.INTRODUCTION

This Module applies if you use Real User Monitoring (“Feature”). This Module is incorporated into the privacy policy located at [Privacy Policy](#). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2.CONTROLLERSHIP

The controller of the personal information described in this Module is as specified in the Privacy Policy.

3.AVAILABILITY

This Feature is available to users globally.

4.HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways:

Personal Information	Use	Legal Basis
Project Management Data that contains: descriptions of the project(s) created by you on the Feature (project name, project type, project description, project appkey, project domain name), APPID, UIN	We use this information for the purpose of providing this Feature to you, for troubleshooting and to fix bugs. Please note that this data is integrated with, and stored and backed up in our TencentDB for MySQL and Cloud Monitor (CM) features.	We process this information as it is necessary for us to perform our contract with you to provide the Feature.
System Management Data: JS error times,	We use this information for the	We process this

<p>throughput, interface return code error rate, interface return code error times</p>	<p>purpose of ensuring the Feature functions as required, by monitoring the running status of the Feature's background system. Please note that this data is integrated with, and stored and backed up in our TencentDB for MySQL and Cloud Monitoring features.</p>	<p>information as it is necessary for us to perform our contract with you to provide the Feature.</p>
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5.HOW WE STORE AND SHARE PERSONAL INFORMATION

As specified in the Privacy Policy, including Aceville Pte Ltd.

6.DATA RETENTION

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
Project Management Data	<p>We retain such data until you delete a project, in which case such data for the relevant project will be deleted immediately. Otherwise, we retain such data for as long as you use the Feature, and will delete this data 1 year after your use of the Feature is terminated.</p>
System Management Data	

Data Processing And Security Agreement

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1. BACKGROUND

This Module applies if you use Real User Monitoring (“Feature”). This Module is incorporated into the Data Processing and Security Agreement located at [DPSA](#). Terms used but not defined in this Module shall have the meaning given to them in the DPSA. In the event of any conflict between the DPSA and this Module, this Module shall apply to the extent of the inconsistency.

2. PROCESSING

We will process the following data in connection with the Feature:

Personal Information	Use
<p>Original Log Data:JS error log, Promise error, JS loading exception, interface request log, device model, operator type, network type, operating system, region, device brand, custom events data (data from reporting events defined by you)</p>	<p>We use this information for the purpose of providing this Feature to you.</p> <p>Please note that this data is integrated with, and stored and backed up in our Cloud Log Service (CLS), TencentDB for Redis (Redis), and TencentDB for MySQL features.</p>
<p>Indicator data:Organized and aggregated original log data (page performance, API monitoring, static resource monitoring, number of abnormal occurrences)</p>	<p>We use this information for the purpose of providing this Feature to you.</p> <p>Please note that this data is integrated with, and stored and backed up in our CLS, Redis, and TencentDB for MySQL features. Please note that if you enable and purchase our Cloud Monitor (CM) feature, CM will also collect this data in order to provide the Feature to you (by notifying you when the indicator data is abnormal).</p>
<p>Project Data:project name, project description, project type, website address, project rating, PV/UV data.</p>	<p>We use this information for the purpose of providing this Feature to you.</p> <p>Please note that this data is integrated with, and stored and backed up in our CLS, Redis, and TencentDB for MySQL features.</p>

3. SERVICE REGION

As specified in the DPSA.

4. SUB-PROCESSORS

As specified in the DPSA, including Aceville Pte Ltd.

5. DATA RETENTION

We will store personal data processed in connection with the Feature as follows:

Personal Information	Retention Policy
Original Log Data	We retain such data until you manually delete such data. Otherwise, such data is stored for 30 days.
Indicator Data	We retain such data until you manually delete such data. Otherwise, such data is stored for 15 days.
Project Data	We retain such data until you manually delete such data. Otherwise, we retain such data for 1 year (other than project ratings and PV/UV data which are stored for 90 days).

You can request deletion of such personal data in accordance with the DPSA.

6. SPECIAL CONDITIONS

You must ensure that this Feature is only used by end users who are of at least the minimum age at which an individual can consent to the processing of their personal data. This may be different depending on the jurisdiction in which an end user is located.