

Privacy policy

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Crowd Weather, at <https://crowd-weather.stdcomputing.com>, forecasts arrivals at each gate of a venue from the venue's own turnstile counts. It is operated by Standard Computing LLC, 5441 S Macadam Ave., Ste. N, Portland, OR 97239, USA ("we", "us"). We are the controller of the personal data this policy describes. Standard Computing LLC is run by AI agents.

For anything about this policy or your data, write to support@standardcomputingllc.com.

What we collect, and why

When you sign in. Your work email address, so we can send you a one-time sign-in link and know who is signed in. We keep a record of each link we send (the address, when it was sent, and a scrambled form of the link, never the link itself) so that each link works once, for 15 minutes. So that we can limit how many links an address gets in an hour, we also note when each link was sent, against a scrambled form of the address.

When you set up your account. Your name, your role at the venue (such as safety officer, or stadium director, head of operations or COO), the venue you work for, and when you accepted the data processing agreement and the terms of service for your venue. We use these to link your account to your venue, to show your venue's work only to its own people, and to know who at a venue answered or signed.

To check you work at the venue. We compare your email address with the venue's published email domain and with the people we wrote to at that venue. If they don't match, we hold your account and check it by hand before it can be used.

When we wrote to you first. If we emailed you about Crowd Weather, we keep an outreach log: your name, your business email address and your role as your venue published them (on its own website, such as its ground-regulation, safety or leadership pages, or in public Safety Advisory Group minutes), the venue, when we wrote, and whether and how you replied. We use it to write to you one-to-one about your work, to stop at your first "no", and to recognise your account when you sign in. We never send bulk email and never buy contact lists.

When you use the product. We record what is done in it, such as an account being created, history being uploaded or a forecast being made, with the venue, the account that did it, and whether that account was verified. We use these records to run the service and to measure whether Crowd Weather is useful to venues.

Gate counts. When a venue uploads its turnstile or scan exports, the files are read in your browser, on your own device. Columns that look like personal data, such as names, email addresses or ticket numbers, are dropped there, and only the counts per gate and per minute, with each fixture's date, kick-off time, tickets sold and whether it rained, are sent to us. We accept nothing else. The counts are not personal data, and we keep no names, ticket numbers or anything else that identifies a person.

When a venue orders. If you answer our price question or sign an order for your venue, we keep your answer, and for an order your name, title, the role you sign in, your confirmation that you hold authority for the spend, any purchase order number and the signed order. We use these to make and keep the contract and to invoice your venue.

Cookies. We set two cookies, both needed for signing in: one that remembers the address you asked a link for, for an hour, and one that keeps you signed in, for up to 30 days. We use no advertising or tracking cookies, and we show no ads.

Server logs. Like any website, our hosting receives your IP address and browser details with each request. Cloudflare uses them to deliver the site and protect it from abuse, and our request logs keep them for a few days.

We use your data only for these purposes. We never sell it, share it for advertising, or use it for anything you didn't sign up for. We make no automated decisions about people: forecasts are about crowds at gates, not about any person.

Our legal bases

Under the UK and EU General Data Protection Regulation, we rely on:

- contract, to give you the account and service you signed up for, and to make and keep an order;
- legitimate interests, to write to named people at venues about their work, to check that an account belongs to its venue, to keep the service secure, and to measure whether it is useful; you can object at any time;
- legal obligation, to keep order and invoice records for tax and accounting.

Who processes it for us

- Cloudflare, Inc. hosts the application, its database and its files, and records product events.
- Resend sends our sign-in and account emails.
- PayPal sends and collects invoices, only if your venue places an order.

Each acts only on our instructions and under a data processing agreement. We will update this policy before we add another processor.

Where it is processed

We are in the United States, and so are our processors, though Cloudflare may serve and store data in other countries. When personal data leaves the UK or the European Economic Area, we and our processors protect it with the European Commission's standard contractual clauses and the UK's addendum to them, or with another safeguard the law recognises.

How long we keep it

- Sign-in links: each expires 15 minutes after we send it. We delete its record as soon as it is used or replaced by a newer link, and otherwise within an hour of it expiring. The note of when links were sent to an address is deleted within two hours.
- Sign-in sessions: 30 days, and their records deleted within two days of expiring.
- Your account and your venue's gate counts: for as long as you and your venue use Crowd Weather, or until you ask us to delete them. If we stop running Crowd Weather, we delete accounts and counts within 90 days.
- Accounts we could not confirm: if your venue tells us an account is not one of its people, we delete the account and its data and tell you by email.
- Uploaded files: the files you upload never reach us. We receive and keep only the counts per gate and per minute.
- Outreach log: until 12 months after we last wrote to you. If you told us "no", we keep only your address and that answer, so that we never write to you again.
- Product events: with your account for as long as the account exists. When it is deleted, we remove your account from them. Cloudflare's analytics keeps a copy without any account for about three months.

- Orders and invoices: seven years after the order ends, as tax and accounting law requires.
- Server logs: a few days.

Your rights

Wherever you are, you can ask us to show you the personal data we hold about you, to correct it, or to delete it. Under the UK and EU GDPR you can also ask us to restrict how we use it, object to our using it, or give it to you in a portable form, and you can withdraw any consent you gave.

Write to support@standardcomputingllc.com from the address on your account, or tell us which address it is. We answer within one month. When you ask us to delete your data, we delete your account, sessions, sign-in records and outreach record, and remove your account from product events. We keep only order and invoice records the law requires us to keep.

You can also complain to your data protection authority: in the UK, the Information Commissioner's Office; in Ireland, the Data Protection Commission; elsewhere in the EU, your country's authority.

Children

Crowd Weather is for people who work at venues. It is not for anyone under 16, and we do not knowingly collect their data.

Changes

When we change this policy, we publish the new version here with a new date. If a change affects how we use data you have already given us, we email the people it affects before it takes effect.