Privacy Policy - HAR File Analyzer

Effective Date: 5/26/2025

Last Updated: 5/26/2025

1. Introduction

This Privacy Policy describes how the HAR File Analyzer ("the App", "we", "our") handles information when you use our HTTP Archive file analysis tool within the Freshworks platform. We are committed to protecting your privacy and ensuring transparency about our data practices.

2. Information Collection and Use

2.1 What We DON'T Collect

The HAR File Analyzer is designed with privacy as a core principle:

- No File Upload: HAR files are NEVER uploaded to our servers or any third-party services

- No Data Storage: We do not store, save, or retain any HAR file content

- No Analytics: We do not track usage patterns, file contents, or analysis results

- No Personal Data: We do not collect names, email addresses, or any personally identifiable information

2.2 Local Processing Only

- All HAR file processing occurs entirely within your web browser

- Files remain on your local device throughout the analysis

- Analysis results are generated locally and exist only in your browser's memory

- When you close the app or navigate away, all data is automatically cleared

2.3 Freshworks Integration

When installed through Freshworks Marketplace:

- Your Freshworks domain and API credentials are used solely for authentication

- These credentials are managed by the Freshworks platform, not by our app

- We do not have access to your Freshworks account data beyond what is required for app functionality

3. Data Security

3.1 Browser-Based Security

- The app relies on your browser's built-in security features

- All processing happens in an isolated browser context

- No external network requests are made during analysis

3.2 HAR File Considerations

Important: HAR files may contain sensitive information including:

- Authentication tokens and cookies

- API keys and passwords

- Personal data in request/response bodies

- Internal URLs and system information

Users should exercise caution when:

- Sharing HAR files with others

- Creating HAR files from sensitive sessions

- Exporting analysis results that may contain sensitive URLs

4. Third-Party Services

The HAR File Analyzer uses minimal third-party components:

- SheetJS Library: Used for Excel export functionality, operates entirely client-side

- Freshworks Platform: Provides app hosting and authentication

- No external APIs or services are called during operation

5. Data Export

When you export analysis results to Excel:

- The file is generated entirely in your browser

- Downloads directly to your device

- No copy is retained by the app

- You are responsible for securing exported files

6. Children's Privacy

The HAR File Analyzer is not intended for use by children under 13 years of age. We do not knowingly collect information from children under 13.

7. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be noted with an updated "Last Updated" date. Continued use of the app after changes constitutes acceptance of the updated policy.

8. User Rights and Choices

Since we don't collect or store data, traditional data rights (access, deletion, correction) don't apply. However, you always have the right to:

- Choose which HAR files to analyze

- Decide whether to export results

- Clear your browser cache to remove any temporary data

- Uninstall the app at any time

9. Compliance

This app is designed to support compliance with:

- General Data Protection Regulation (GDPR)

- California Consumer Privacy Act (CCPA)

- Other applicable privacy laws

By not collecting or transmitting data, we minimize compliance obligations while maximizing user privacy.

10. Contact Information

For questions about this Privacy Policy or the HAR File Analyzer's privacy practices, please contact:

Via Freshworks Marketplace: Use the support contact listed on our marketplace page

Email: [support email]

Freshworks Support: Contact Freshworks support for platform-related privacy questions

11. Disclaimer

While we've designed this app to maximize privacy, users remain responsible for:

- The security of their HAR files

- Removing sensitive data from HAR files before analysis

- Securing any exported results

- Compliance with their organization's data policies

Conclusion

The HAR File Analyzer is built on the principle of "privacy by design." By processing everything locally in your browser and never transmitting data, we ensure that your network analysis remains completely private and under your control.