

SoftwarePlant Privacy Policy

Introduction

This policy is intended to help you understand:

- How we collect information about you
- What information we collect and what we do with that information

We, us and SoftwarePlant refer to SoftwarePlant Sp. z o.o. Sp.k. and any of our corporate affiliates. We offer a wide range of products, including our cloud and downloadable products. We refer to all of these products, together with our other services and websites as "Services" in this policy.

We use information collected about you to provide and improve Services.

By using Services, you agree to the collection and use of information in accordance with this policy. If you do not agree with this policy, do not access or use our Services or interact with any other aspect of our business.

Any information collected about you is only used for the purposes indicated within this policy. With the exceptions listed below we respect your privacy and we do not disclose any information about you (including your email address) to any third-party unless its disclosure is required by law.

Our Services do not address anyone under the age of 16 ("Children"). We do not knowingly collect personally identifiable information from anyone under the age of 16. If you are a parent or guardian and you are aware that your Children have provided us with information about them, please contact us. If we become aware that we have collected information about Children, we take steps to delete that information.

We may change this policy from time to time. If we make any changes, we will notify you by revising the "Effective Starting" date at the top of this policy and, in some cases, where appropriate we may provide you with an additional notice (such as adding a statement to the login screen or sending you an email notification). We encourage you to review this policy whenever you use our Services to stay informed about our information practices and the ways you can help protect your privacy.

How we collect information about you?

We collect information about you:

- via our Website,
- when you use our downloadable products,
- When you use our cloud products,
- When you provide it directly to us (e.g. in email correspondence)

As a Third Party Applications Vendor listed at Atlassian Marketplace we may be given access to your information provided by you when installing our application from Atlassian Marketplace like your name and email address, and any content you choose to use in connection with our applications. If you are a technical or billing contact listed on an Atlassian account, we may be given access to your details upon installation of our products.

What information we collect and what we do with that?

Website

We collect anonymous website (via www.softwareplant.com and related sites) usage statistics. We also use HTTP cookies to collect information about how you navigate through our Website.

We use such information to improve our Website usability and the cookies are anonymous, i.e. they are not linked with the data entered via the website. You can safely disable cookies on our Website.

Downloadable products

Usage statistics

Downloadable products may have an option to collect usage statistics and transfer them to our servers in order improve future versions of our products. The information transferred does not contain any personally identifiable information.

If a product has this capability it also has a configuration option to turn off statistics collection.

Update and license checks

Downloadable products may periodically check for available updates or verify license validity by connecting to our servers. As part of such update/license checks, some information may be transferred to us: (i) versions of the product, platform, operating system or host product (such as JIRA), (ii) details of the current license for our product and some details of the license for the host product (this may include SEN and Server ID for JIRA licenses), (iii) the number of active users as measured by our products. The license keys are never transferred so your license cannot be recreated or used elsewhere.

We may use this information for analysis, verification and to provide support for you.

Product upgrade errors

Downloadable products have a mechanism which sends logs to our servers in the case of serious migration error detection. This data contains information on error details, information on the product structure at the moment of error occurrence. This data may also include SEN and Server ID for JIRA licenses, your first and last names (if the latter is provided) if you are a technical contact person as well as your email address. This data is stored temporarily on Google Drive platform until error is resolved.

Downloadable products security

Where downloadable products are used, responsibility for securing access to the data you store in the Downloadable products rests with you and not SoftwarePlant. We strongly recommend that administrators of downloadable products enable encryption in transit (e.g., HTTPS using TLS) to prevent interception of data transmitted over networks and to restrict access to the databases and other storage used to hold data.

Cloud products

We collect platform usage statistics. These statistics are used to improve future versions of the products. The information is anonymous and does not contain any personally identifiable information, they are not linked with the data entered by you.

Cloud products security

Cloud products are hosted and delivered by Amazon Web Services (AWS). AWS is responsible for the security of its actual data centers and the AWS cloud. SoftwarePlant is

responsible for monitoring, managing and securing the cloud products. SoftwarePlant cloud products data is hosted on AWS servers in the United States.

Cloud products data at rest is encrypted following industry standards and all communications with the Cloud products are protected with HTTPS using TLS.

Amazon Web Services manages the security of the Cloud. AWS has been certified by third-party organizations, and manages many compliance programs to comply with laws and regulations (including GDPR). Within SoftwarePlant only a few trusted members of its staff have access to the production environment for the purposes of maintaining cloud products and assisting its customers. Additionally, SoftwarePlant monitors all access to our cloud products.

Service related communication

We use your contact information to send transactional communications via email and within Services, including onboarding emails, reminding you of subscription expirations, responding to your questions, requests and comments, providing customer support, and sending you updates, technical notes and security alerts. We also send you email notifications when our customer support team interacts with you on Services. These communications are part of Services and in most cases you cannot opt out of them. If an opt out is available, you will find that option within the communication.

Marketing

We may use your contact information and information about how you use Services to send promotional communications that may be of specific interest to you. These communications are aimed at driving engagement and maximizing what you get out of the Services, including information about new features and products, survey requests, newsletters, and events we think may be of interest to you. If we do so, you will find an opt-out within the communication.

Only with your consent

We may use information about you where you have given us consent to do so for a specific purpose not listed above. For example, we may publish "Success story" to promote our Services, with your permission.

Third party tools used

Currently we are working with the following third-party service providers:

Amazon Web Services

The data of Users using cloud products are stored on servers of Amazon Web Services.

Please review Amazon Web Service Privacy Policy on: <https://aws.amazon.com/privacy/>

Google Analytics

We use Google Analytics to collect anonymous, detailed statistics and to help us understand how Users use our websites and Our Services. Google Analytics uses cookies and other means to transfer some information to Google servers.

Please review Google Analytics' Terms of Service on: <https://www.google.com/analytics/terms/us.html>

Google Drive and Google Cloud Platform

We use Google Drive to temporarily store information collected during product upgrade errors or send by application users during normal operation (diagnostic logs). Please review Google Drive Terms of Service and GCP privacy on: <https://support.google.com/drive/answer/2450387?hl=en> <https://cloud.google.com/security/privacy>

Hotjar

We use hotjar to see how visitors are really using your website, collect user feedback and turn more visitors into customers. You may request that we stop doing so by submitting an email to data.protection@softwareplant.com at any time. <https://www.hotjar.com/>

TrackJS

We use trackjs to collect anonymous error statistics by instrumenting the host-functions of the browser. <https://trackjs.com/>

Summary

Below you will find a summary table indicating third-party tools used for the different types of data collected by us or Our Services.

Data collected / tools	Amazon Web Services	Google Analytics	Google Drive/GCP	Hotjar	TrackJS
Website	NO	YES	NO	NO	NO
Downloadable products	NO	OPTIONAL	YES	NO	NO
Cloud products	YES	YES	NO	YES	YES
Mailing lists	NO	YES	NO	NO	NO

International data transfers

Our Services may be provided using resources and servers located in various countries around the world, including the U.S. and other countries. For example, our website is hosted on servers in the U.S. Your information may be transferred and processed by third-parties outside the country where you use our Services, including the countries outside the European Economic Area (EEA), where the level of data protection may not be deemed adequate by the European Commission (i.e., where you have fewer rights in relation to your information). We expect that our third-party service providers will comply with the terms of the European Union's General Data Protection Regulation (GDPR), and that any international data transfers be made under a recognized basis such as the EU Standard Contractual Clauses, and/or Binding Corporate Rules.

We make every effort to ensure that the entities we cooperate with have the appropriate certifications (compliance confirmation) and carry out regular audits. If you wish to know more about international transfers for your personal data, you may contact us as specified below.

Data Security measures

We use the following organizational, technical and administrative measures to protect Your data following industry standards.

Access Control
Controls to specify authorized individuals permitted to access personal data
Implemented an access control process to restrict access to data centres / rooms where data servers are located
System Access Control
<p>Ensured that all systems processing personal data (this includes remote access) are password protected</p> <ul style="list-style-type: none"> • after boot sequences • when left even for a short period <p>to prevent unauthorized persons from accessing any personal data</p>
Provides dedicated user IDs for authentication against systems user management for every individual
Assigns individual user passwords for authentication
Controls to grant access only to authorized personnel and to assign only the minimum permissions necessary for those personnel to access personal data in the performance of their function
Implemented a proper procedure to deactivate user account, when a user leaves the company or function
Implemented a proper process to adjust administrator permissions, when an administrator leaves company or function
Data Access Control
Restricted access to files and programs based on a "need-to-know-basis"
Stored physical media containing personal data in secured areas
Controls to prevent use/installation of unauthorized hardware and/or software

Established rules for the safe and permanent destruction of data that are no longer required
Controls to grant access only to authorized personnel and to assign only the minimum permissions necessary for those personal to access personal data in the performance of their function - Role-based access control (aka RBAC)
Data Transmission Control
Encrypts data during any transmission
REST endpoint protection
Data Entry Control
Controls to log administrators' and users' activities
Controls to permit only authorized personnel to modify any personal data within the scope of their function
Availability Control
Arrangements to create back-up copies stored in specially protected environments
Arrangements to perform restore tests from those backups
Controls to use only authorized business equipment to perform the services
Controls to ensure that personal data is not used for any purpose other than for the purposes it has been contracted to perform
Implemented network firewalls to prevent unauthorized access to systems and services
Ensured that each system used to process personal data runs an up to date antivirus solution

Unfortunately, no data transmission or storage system is guaranteed to be secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us of the problem by emailing us at data.protection@softwareplant.com.

Legal bases for processing personal data

We collect and process information about you only where we have legal bases for doing so under applicable EU laws. The legal bases depend on Services you use and how you use them. This means we collect and use your information only where:

- We need it to provide you our Services, including to operate Services and provide customer support;
- It satisfies a legitimate interest (which is not overridden by your data protection interests), such as for research and development, to market and promote our Services and to protect our legal rights and interests;
- You give us consent to do so for a specific purpose; or
- We need to process your data to comply with a legal obligation.

Your rights

You have the following rights concerning your personal information:

- To review, change, or delete to your personal information,
- To object to direct marketing,
- To ask about how we are processing your personal information,
- To restrict our processing of your personal information,
- To have a copy of your personal information,
- To transfer your personal information from us to another person or business.

If you have consented to our use of information about you for a specific purpose, you have the right to change your mind at any time, but this will not affect any processing that has already taken place. Where we are using your information because we have a legitimate interest to do so, you have the right to object to that use though, in some cases, this may mean no longer using our Services.

Should you wish to exercise any of your rights, or should you have any questions concerning your rights, please contact us using the information in Contact Us section. We will respond as soon as possible.

Data retention

We retain your personal information for the length of time required for the specific purpose or purposes for which it was collected. We may be obliged to store some data for a longer time, for example, where a longer time period is required by applicable law. In this case, we will ensure that your personal information will continue to be treated in accordance with this Privacy Policy.

Contact Us

Your information is controlled by SoftwarePlant Sp. z o.o. Sp.k. If you have questions or concerns about how your information is handled or complaints about , please direct your inquiry to:

SoftwarePlant Sp. z o.o. Sp.k.
ul. Łopuszańska 95 (Astrum Business Park)
02-457 Warsaw
Poland
E-MAIL: data.protection@softwareplant.com