# Privacy Policy

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Introduction

This Privacy Policy developed by SoftwarePlant Spółka z ograniczoną odpowiedzialnością Sp.k. and its related entities (hereinafter collectively referred to as “SoftwarePlant”) applies to visitors to our public websites or the end-user of our public service or the end-user of our product or the legal entity who is the licensee or the user of our product or service — as applicable to the subject matter (hereinafter collectively referred to as the “Users” or “You”).

Definitions

- **Cloud Products**: SoftwarePlant Services hosted in the SaaS (Software as a Service) model.
- **Content**: Any information or data that you upload, submit, post, create, transmit, store or display in SoftwarePlant Services.
- **Downloadable Products**: Downloadable SoftwarePlant Services installed by Users on an infrastructure of their choice.
- **Information**: All forms of data, content and information collected by SoftwarePlant as described in this Privacy Policy.
- **Personal Data**: Information relating to an identified or a directly or indirectly identifiable natural person, such as: name, address, email address, phone number, IP address or location data. Personal data that has been anonymized such that it does not allow for the ready identification of specific individuals is no longer considered Personal Data.
- **SoftwarePlant Services**: SoftwarePlant Websites, Cloud and Downloadable Products as well as SoftwarePlant services.
- **Third-party servers**: Servers hosted by third-parties used for Cloud Products.
- **Websites**: SoftwarePlant websites and any related websites, sub-domains and webpages.

BY USING OR REGISTERING FOR ANY OF THE SOFTWAREPLANT SERVICES YOU CONSENT TO COLLECTION, TRANSFER, PROCESSING, STORAGE AND DISCLOSURE OF DATA AND OTHER USES DESCRIBED IN THIS PRIVACY POLICY.

We may change this Privacy 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 Privacy 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 our Privacy Policy whenever you use SoftwarePlant Services to stay informed about our information practices and the ways you can help protect your privacy.

Your continued use of SoftwarePlant Services after any changes to this Privacy Policy will constitute your acceptance of such modification.

IF YOU DISAGREE WITH ANY CHANGES TO THIS PRIVACY POLICY, YOU WILL NEED TO STOP USING SOFTWAREPLANT SERVICES.
Scope of this Privacy Policy

This Privacy Policy applies to the information that SoftwarePlant obtains through Users interaction with or use of SoftwarePlant Services, but does not apply to:

- Third-party products. These are third-party products or services that you may choose to integrate with SoftwarePlant Services. You should always review the policies of third-party products and services to make sure you are comfortable with the ways in which they collect and use your information.
- Storage of data hosted on third-party servers in the case of Cloud Products. You should always review the policies of third-party service providers to make sure you are comfortable with the ways in which they collect and use your information.

This Privacy Policy applies to both personal information (which can be attributed to a specific individual) and non-personal information that is collected by us or SoftwarePlant Services.

General

SoftwarePlant respects the privacy of Users and does not disclose collected personal information. SoftwarePlant may use the collected information to improve services.

Any data entered by Users is only used for the purposes indicated within this Privacy Policy. With the exceptions listed below SoftwarePlant will never disclose any personal information including email address of Users to any third-party.

Data collected

Website

SoftwarePlant collects anonymous website (via www.softwareplant.com and related sites) usage statistics. We also use HTTP cookies to collect information about how Users navigate through the SoftwarePlant Website. We use such information to improve SoftwarePlant Website usability and the cookies are anonymous, i.e. they are not linked with the data entered via the website. Users can safely disable cookies on the SoftwarePlant 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 the 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 SoftwarePlant 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.

SoftwarePlant may use this information for analysis, verification and support for end users. We may liaise with a technical contact person of Users regarding application support and licensing advice, based on this information.

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, the first and last names (if the latter is provided) of a technical contact person of Users as well as their email addresses. This data is stored temporarily only on Google Drive platform until error is resolved.

Cloud Products

SoftwarePlant collects 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 User.

The data of Users using Cloud Products are stored on third-party servers.

Mailing lists

We may use the first and last names (if the latter is provided) of Users as well as their email address to maintain mailing lists and send out newsletters.

You can unsubscribe from our newsletter by clicking on the unsubscribe link provided at the end of the newsletter.

Third party tools

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 SoftwarePlant 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

We use Google Drive to temporarily store information collected during Product upgrade errors. Please review Google Drive Terms of Service on:

https://support.google.com/drive/answer/2450387?hl=en

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 sales@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 SoftwarePlant Services.

<table>
<thead>
<tr>
<th>Data collected / tools</th>
<th>Amazon Web Services</th>
<th>Google Analytics</th>
<th>Google Drive</th>
<th>hotjar</th>
<th>trackjs</th>
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</thead>
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<td>Cloud products</td>
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<td>NO</td>
<td>YES</td>
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</tr>
<tr>
<td>Mailing lists</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
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<td>NO</td>
</tr>
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</table>
 Disclosure

Collected information may be disclosed only if required to do so by law.