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 and us 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 server 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 server 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.

**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.

**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
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 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.

<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>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Downloadable Products</td>
<td>NO</td>
<td>OPTIONAL</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Cloud products</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Mailing lists</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
</tbody>
</table>

Legal bases for processing

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.

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.

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, please direct your inquiry to:

SoftwarePlant Sp. z o.o. Sp.k.
ul. Górna Droga 5
02-495 Warsaw
Poland
E-MAIL: data.protection@softwareplant.com