

# Bobronix Privacy Policy

(updated 24/01/2019)

## Overview

This End User Privacy Policy governs the collection and use of certain information provided to Atlassian by end users of Bobronix products available through the Atlassian Marketplace or collected by Bobronix directly through the communication channels, including end user name, company name (if any), physical or email addresses, and phone numbers ("Atlassian-Collected End User Data"). Please read this policy carefully as it explains the kinds of information that we collect and how it is handled.

Any end user data or information, whether Atlassian-Collected End User Data or Bobronix-Collected End User Data, is, collectively "End User Data".

Bobronix is committed to protecting End User Data. As a part of our support activities, we only ask for information necessary to process requests in an efficient manner.

For all End User Data we will use and authorize others to access and use the End User Data only for the purposes of providing and improving the functionality and user experience of Bobronix products and services, marketing Bobronix products and services to end users or such other purposes expressly permitted by the end user (in each case, in compliance with all Laws), and not modify any End User Data in a manner that adversely affects its integrity, and treat, store, transmit, disclose and use the information only in accordance with applicable privacy notices and laws, rules, regulations, orders, and other requirements of governmental agencies (together, "Laws").

## Bobronix-collected end user data

We will generally let you know at the time of collection how we intend to use the data we collect. Usually, we collect information required to respond to end users' enquiries for payment processing and for the provision of services such as support service. We also process the End User Data where we are required to do so by law, and for the exercise or defense of legal claims. From time to time, we may contact the End Users for research purposes, or to tell about our special offers and other services in accordance with the end user's contact preferences. Where appropriate, we will obtain the consent to do so. The data collected from the End Users may include company name, job title, end user name, payment processing information, postal address, email address, landline or mobile phone number as well as other non-sensitive information. In order to improve the quality of our support service we may collect certain technical data related to Atlassian host products or End Users' browsers. Our websites may also collect certain (aggregate) data about End Users and their computer using tools such as Google Analytics.

Atlassian is not responsible for the privacy, security or integrity of Bobronix-Collected End User Data.

## Collection of Information

There are various methods by which we collect End User Data. This information is all protected by this privacy policy and will not be released to any third party without consent from the End User.

By starting an evaluation period, our customers accept the following:

- (i) Bobronix shall receive the Atlassian-Collected End User Data related to the person who generated the evaluation license.
- (ii) Bobronix shall retain all Atlassian-Collected End User Data received from Atlassian.

- (iii) Bobronix shall retain personal information for 12 months. After this period, personal information is removed.
- (iv) Bobronix may send emails to these contacts in order to help them learn about our products and services, gather feedback, inform about new releases or webinars.

By purchasing a commercial or academic license of, our customers accept the following:

- (i) Bobronix will receive the Atlassian-collected End User Data related to the technical person.
- (ii) Bobronix will retain all End Users Data that is shared by Atlassian with Bobronix.
- (iii) Bobronix will retain these End User data during the active maintenance period and for 12 months after the expiration of the last maintenance period. After this period, the collected End User Data is removed.

To comply with GDPR regulations, the End Users of Bobronix products (including those who started evaluation period) can request the removal, rectification or review of their own personal information stored in the support system by sending an email to [support@bobronix.com](mailto:support@bobronix.com) or by clicking the Unsubscribe link in the emails received.

When End Users request support (or contact Bobronix support or sales channels), we require basic information which will include but will not be limited to End User's name, company (if any), email address.

We retain information which may be confidential and given voluntarily at other times, including but not limited to when you contact our support service, provide feedback or complaints, appreciation and comments on the services/products being provided by Bobronix.

## Data collected by Bobronix websites

Bobronix websites may use cookies. Cookies may be used for a few purposes. We allow third parties to set analytics, or performance, cookies to collect and report aggregate information. These cookies provide reporting to us on an aggregate basis and so, do not identify you at all. We use the aggregate reports to understand how our web sites are used and improve their usefulness to our audiences.

Some cookies also support how our web sites function, identifying your pc or end device on a unique but anonymous basis. These cookies may, for example, remember your language preferences, display resolution or recognize an individual's activity within a single session.

## Confidentiality

All End User Data provided to Bobronix is considered private and confidential. This information is stored in a secure location, is accessible only by designated staff, and is used only for the purposes that you have given us permission for e.g. provision of services.

## Non-Disclosure of End User Data

Bobronix will not reveal the collected End User Data to unaffiliated third parties without your consent. If Bobronix seeks your consent to disclose your information to a third party, we will do so unambiguously, explaining precisely what information we seek to disclose, the entity to whom we wish to disclose it, and the purpose for the disclosure.

There are, however, some limited circumstances in which we may be needing to disclose the Bobronix-collected End User Data, and we want you to know about them (Atlassian-collected End User Data are never disclosed to a 3<sup>rd</sup> parties except if required by Law):

Bobronix may employ other companies to perform functions like but not limited to processing credit card payments (anti-fraud), or other functions necessary to our business. To do so, we may need to

share certain information with these companies. However, we will provide them with only that information necessary to perform their functions and will not allow them to use that information for any other purpose.

Third party data processors, advertisers, exhibitors and other such business relationships are required to take adequate technical and organizational safeguards to protect confidential information. We also take measures to ensure that End User Data transferred by us is adequately protected.

We may reveal confidential information if legal directives suggest that the user is infringing any of Bobronix legal rights.

Bobronix will be legally bound to reveal information, including confidential information, to the extent it reasonably believes it is required to do so by law. If Bobronix receives legal process calling for the disclosure of any of its clients Personal Information we will, if permitted by law, attempt to notify the client via the e-mail address you supplied during registration within a reasonable amount of time before we respond to the request.

## Security

Bobronix maintains and handles all the collected End User Data in accordance with privacy and security measures reasonably adequate to preserve its confidentiality and security and all applicable Laws.

Bobronix uses administrative, technical, and physical measures to safeguard personal information against loss, theft and unauthorized uses, access or modifications. Certain areas of our websites may be password protected. If you are a user of our websites and have a password, you can help to preserve your privacy and security of your account by ensuring that you do not share your password with anyone else.

The collected End User Data will be stored within a database that is located behind a firewall for added security. The server housing the database is physically protected at a secure, third party site and is monitored by security personnel twenty-four hours a day. Only authorized personnel can access the data center and the server housing the database.

No data transmission over the Internet or any wireless network can be guaranteed to be secure. As a result, while Bobronix tries to protect your confidential information, we cannot ensure or guarantee the security of any information the End Users transmit to us, and they do so at their own risk.

Bobronix support portal uses SSL (Secure Socket Layer) to protect end users' privacy and information when they submit any requests. Requests submitted from bobronix.com website are encrypted using AES algorithm with 256-bit long key size.

## Contacting Us

If you have any questions about this privacy policy, you can email us at [support@bobronix.com](mailto:support@bobronix.com).