

Data Security and Privacy Statement

Effective starting date: Nov 6, 2023

Data Security and Privacy Statement for Decadis apps (formerly xApps)

Protecting your data and your privacy is a high priority and very important to Decadis AG.

We adhere to strict policies to guarantee the security and privacy of customer data.

This Data Security and Privacy Statement augments the overall [Decadis AG Privacy policy](#) in relation to Decadis AG apps available on the Atlassian and [monday.com](#) marketplace.

Overview

Decadis AG provides various software products, known as "Decadis apps," which are available on the Atlassian or [monday.com](#) marketplace. Some of these apps are designed for direct installation into a customer's infrastructure, such as those for Atlassian Server or Data Center products. These are known as **on-premise apps**. Other apps are offered as Software as a Service (SaaS) solutions, like Cloud apps for the Atlassian Cloud platform or [monday.com](#) apps, and will get referenced as **cloud apps** in the following.

Data Security

We maintain technical and organizational measures in order to ensure data security, in particular for the protection of customer personal data.

Cloud and On-premise apps

Data storage on-premise apps

As a rule, we don't collect, transfer, process, or store data from a customer's instance. However, for certain on-premise apps, we do gather – in an anonymous form - usage statistics, like the frequency of a specific function's use within a month, provided the customer hasn't deactivated this feature. Decadis then uses this information, securely transferring, processing, and storing it, to enhance our future product offerings.

Data storage cloud apps

Our cloud apps store customer-specific app configurations and logs in the corresponding Atlassian Cloud or [monday.com](#) product (please refer to the privacy policies of the platform provider for further information)

Additionally, we store the following data infrastructure within the responsibility of Decadis:

sumUp for Jira Cloud, Jira Workflow Toolbox Cloud

- Access logs that are deleted after a period of three months automatically.

Jira Workflow Toolbox Cloud

- Rule configurations and historical changes including a timestamp and an account / user ID with a retention period of about three months after unsubscribing.
- Execution logs including a timestamp and account / user ID as well as load data, if applicable with a retention period of about three months.
- Migration logs, in case a customer used the Jira Cloud Migration assistant and included Jira Workflow Toolbox in their migration with a retention period of about three months.
- Since we store information of each rule configuration it is specifically prohibited to store personal data (except the account / user ID) as meta information in any rule configuration. It is generally recommended to use user IDs instead of display names or full names.

Support data

As an active or potential customer, you may register in one or more of our dedicated Decadis apps Service Desks in order to submit support tickets or be registered by submitting a support request per email. At that time we will store your name (if entered), email address, and support details in our Service Desk systems running in the Atlassian Cloud. If the support details should include personal data, please anonymize the data beforehand. If you wish for your personal information to be removed from the Decadis xApps Service Desk(s), please contact our support team at app-support@decadis.de.

Account data

Apps listed on the Atlassian Marketplace

If a customer licenses or subscribes to one of our products, Atlassian will provide us, in accordance with the [Atlassian Privacy Policy](#), license details as well as the name and email address of the customers' registered Atlassian contact and, if applicable the reseller company. Decadis AG uses this data expressly for accounting, support verification purposes and periodic customer information newsletters pertaining to the product (i.e. Release Notes).

Apps listed on the [monday.com](#) Marketplace

If a customer licenses or subscribes to one of our products, we are collecting license details as well as the name and email address of the customers' registered [monday.com](https://www.monday.com) contact and, if applicable the reseller company. Decadis AG uses this data expressly for accounting, support verification purposes and periodic customer information newsletters pertaining to the product (i.e. Release Notes). Once the subscription is canceled or has expired, we delete the personal contact information within 10 business days from our records, unless a longer retention period is legally required.

Communication and Marketing

We use your contact information to send certain communications via email, including responses to your comments, questions and requests, providing customer support, and sending you technical notices (Release Notes), updates, security alerts, and administrative messages. We also communicate with you about new product offers or promotions. You can control whether you want to receive these communications by opting-out whenever you receive such a communication from Decadis AG by using the included opt-out link or by writing a short mail to app-support@decadis.de.

If you are an individual in the European Economic Area (EEA), we collect and process information about you only where we have a legal basis for doing so under applicable EU laws. The legal basis depends on the Services you use and how you use them. This means we collect and use your information only where:

- we need it to provide you with services pertaining to Decadis apps;
- it satisfies a legitimate interest (which is not overridden by your data protection interests), such as for research and development, to market and promote Decadis apps, 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 or a third party (e.g. your employer) 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 Decadis products.

Publicity Rights

Decadis AG reserves the right to identify your company as a customer in promotional materials and website. We will never identify individual users. You can revoke this right at any time by submitting a written request via email to app-support@decadis.de to request to be excluded from future product promotional material. Requests generally are processed within thirty (30) calendar days.

End of subscription

If a customer unsubscribes from one of our Cloud apps, we will delete any personal data after six months (or earlier) - unless a longer retention period is legally required. Please contact app-support@decadis.de for immediate deletion if you wish.

Data location

Data that is stored on the infrastructure of Decadis AG and is held only in Germany. For the infrastructure of processors please check their individual Privacy Policies.

Access to Customer Data

Only authorized Decadis AG employees and subcontractors have access to customer account data. Subcontractors are contractually bound to the same data security and privacy standards that apply to our employees.