Privacy Policy

Confidentiality out of conviction

ERGOBIT GmbH and subsidiaries

ERGOBIT and its affiliates offer many services to help you run your business, including a platform to host your own Odoo database and user support service. As part of running those services, we collect data about you and your business. This data is not only essential to run our services, but also critical for the safety of our services and all our users.
This policy explains what information is collected, why it is collected, and how we use it.

So, ERGOBIT GmbH and its subsidiaries protect your privacy.

Summary

1 Information we collect

Most of the personal data we collect is directly provided by our users when they register and use our services. Other data is collected by recording interactions with our services.

Account & Contact Data: When you register on our website to use our service, e.g. the support service or fill in one of our contact forms, you voluntarily give us certain information. This typically includes your *name, company name, email address,* and sometimes your *phone number, postal address* (when an invoice or delivery is required),your *business sector* and *interest in ERGOBIT*, as well as a *personal password*.
We never record or store credit card information from our customers, and always rely on trusted third-party payment processors for credit card processing, including for recurring payment processing.

Job Application Data: When you apply for a job on our website or via an employment agency, we usually collect your contact information (*name, email, phone*) and any information you choose to share with us in your *introduction letter* and *Curriculum Vitae*. If we decide to send you a job proposition, we will also ask you to provide extra personal details as required to fulfill our legal obligations and personnel management requirements.
We will **not** ask you to provide information that is not necessary for the recruitment process. In particular, we will **never** collect any information about your racial or ethnic origin, political opinions, religious beliefs, trade union membership or sexual life.

Browser Data: When you visit our website and access our online services, we detect and store your *browser language and geolocation* in order to customize your experience according to your country and preferred language. Our servers also passively record a summary of the information sent by your browser for statistical, security and legal purposes: your *IP address*, the *time and date of your visit*, your *browser version and platform,* and the *web page that referred you* to our website.
Your browser may also be used to store and retrieved your current session data, with the help of a session cookie (see also the Cookie section below for more details).

Form protection: some forms on our website may be protected by Google reCAPTCHA. This technology relies on heuristics that are based on technical characteristics of your browser and device, and may also use specific Google cookies. See also Google Privacy Policy and Terms of Use in the Third Party Service Providers section below.

Customer Databases: When you use the ERGOBIT Cloud Platform service, any information or content you submit or upload into your database is your own, and you control it fully.
Similarly, when you or we on pour behalf upload an on-premises database to the Odoo Upgrade

website, you own the data in it.

This data will often include personal information, for example: *your list of employees, your contacts and customers, your messages, pictures, videos, etc*. We only ever collect this information <u>on your behalf</u>, and **you always retain ownership and full control on this data**.

The other sections of this Policy explain:

- ❑ how we process this data,
- ❑ how long we keep it,
- ❑ and how you can access or request deletion of this data
- ❑ and which third-party service providers are involved.

2 How you use this information

Account & Contact Data: We use your contact information in order to provide our services, to answer your requests, and for billing and account management reasons. We may also use this information for marketing and communication purposes (our marketing messages always come with a way for you to opt-out at any time). We also use this data in aggregated/anonymised form in order to analyze service trends.

If you have registered to participate in an event published on our website, we may transfer your *name, email address, phone number* and *company name* to our local organizer and to the sponsors of the event for both direct marketing purposes and in order to facilitate the preparations and booking for the event.

If you have expressed interest in using ERGOBIT services or otherwise asked to be contacted by an ERGOBIT service provider, we may also transfer your *name, email address, phone number* and *company name* to our Partners in your country or region, for the purpose of contacting you to offer their local assistance and services.

Job Application Data: We will only process this information for our recruitment process, in order to evaluate and follow-up with your application, and in the course of preparing your contract, if we decide to send you a job proposition. You may contact us at any time to request the deletion of your information.

Browser Data: This automatically recorded data is anonymously analyzed in order to maintain and improve our services. Google reCAPTCHA may also be used for security purposes, in order to prevent abuse of our services. In that case we only process the anonymous score that reCAPTCHA determines based on your browser and device.

We will only correlate this data with your personal data when required by law or for security purposes.

Customer Database: We only collect and process this data on your behalf, in order to perform the services, you have subscribed to, and based on the instructions you explicitly gave for the

registration or configuration of your system.

Our Helpdesk staff and engineers may access this information in a limited and reasonable manner in order to solve any issue with our services, or at your explicit request for support reasons, or as required by law, or to ensure the security of our services in case of violation of our security rules, in order to keep our services secure.

3 Accessing, Updating or Deleting Your Personal Information

Account & Contact Data: You have the right to access and update personal data you have previously provided to us. You can do so at any time by connecting to your personal account or by contacting our Helpdesk. If you wish to permanently delete your account or personal information for a legitimate purpose, please also contact our Helpdesk to request so. We will take all reasonable steps to permanently delete your personal information, except when we are required to keep it for legal reasons (typically, for administration, billing and tax reporting reasons).

Job Application Data: You may contact us at any time to request access, updates or deletion of your application information. The easiest way to do it is to reply to the last message you exchanged with our Human Resource personnel.

Customer Database: You can manage any data collected in your databases hosted on ERGOBIT Cloud at any time, using your administration credentials, including modifying or deleting any personal data stored therein.

At any time, you can export a complete backup of your database via our control panel or ask us to send you a backup, in order to transfer it, or to manage your own backups/archive. You are responsible for processing this data in compliance with all privacy regulations.

You may also request the deletion of your entire database via our Helpdesk, at any time.

When you or we on your behalf use the Odoo Database Upgrade service, your data is automatically deleted after your upgrade was successfully completed, and may also be deleted upon request from you.

4 Security

We realize how important and sensitive your personal data is, and we take a great number of measures to ensure that this information is securely processed, stored and preserved from data loss and unauthorized access. Our technical, administrative and organizational security measures are described in details in our Security Policy.

5 Third Party Service Providers / Subprocessors

In order to support our operations, we rely on several Service Providers. They help us with various services such as payment processing, software providing, cloud platform hosting, marketing and communication, etc.

Whenever we share data with these Service Providers, we make sure that they use it in compliance with Data Protection legislation, and that the processing they carry out for us is limited to our specific purpose and covered by a specific data processing contract.

Below is a list of the Service Providers we are currently using, why we use them, and what kind of data we share with them.

5.1 Subprocessors

These third-party service providers are processing data for which ERGOBIT is Controller or Processor, on behalf of ERGOBIT.

Important: due to the great variability in resources and services provided by these subprocessors, ERGOBIT Customers cannot select the subprocessor that will be used to process their data.

Subprocessors	Purpose	Shared Data
Hetzner Online GmbH (Germany) Privacy & Security Awards	Infrastructure and hosting of ERGOBIT Cloud (SaaS), DDOS Protection.	Currently hosted by Hetzner: Production data from ergobit.cloud and its affiliate services, including SAP and Odoo databases of our customers. Data Center Certifications : ISO 9001, ISO 27001, SOC 1 TYPE II, SOC 2 TYPE II, PCI-DSS, CISPE, SecNumCloud, CSA STAR, ISMS
OVHCloud SAS Privacy & Security	Infrastructure and backup of ERGOBIT Cloud (SaaS), DDOS Protection.	Currently hosted by Hetzner: Production data from ergobit.cloud and its affiliate services, including SAP and Odoo Databases of our customers. Data Center Certifications: ISO 9001, ISO 27001, SOC 1 TYPE II, SOC 2 TYPE II, PCI-DSS, CISPE, SecNumCloud, CSA STAR, ISMS

Hetzner Online GmbH (Germany) Privacy & Security Awards	Infrastructure and hosting of ERGOBIT Cloud (SaaS), DDOS Protection.	**Currently hosted by Hetzner**: Production data from ergobit.cloud and its affiliate services, including SAP and Odoo Databases of our customers. **Data Center Certifications**: ISO 9001, ISO 27001, SOC 1 TYPE II, SOC 2 TYPE II, PCI-DSS, CISPE, SecNumCloud, CSA STAR, ISMS
Proxmox Server Solutions GmbH (Autria)	Server virtualization software for ERGOBIT Cloud	Only ERGOBIT own data
SAP SE (Germany)	SAP Software licenses	Organizational and contact data of our SAP customers
Odoo S.A (Belgium)	Odoo Software licenses	Organizational and contact data of our Odoo customers Odoo database of our customers for software version upgrades

5.2 Third-party Processors and Controllers

These third-party service providers are processing data for which ERGOBIT is a Controller, as Processors, on behalf of ERGOBIT, or they are receiving such data as Controllers, for the specific purpose of performing the services they have been contracted to provide.

Subprocessors	Purpose	Shared Data
Paypal (PCI-DSS compliant) Privacy & Security	Payment processing	**Shared with Paypal**: Order details (amount, description, reference), Customer name and email. **Only stored by Paypal** : credit card info.
Google Analytics Privacy & Security Types of cookies	Anonymous website audience analysis. Opt-out	**Shared with Google Analytics**: Non-personal browser data, anonymized IP, geolocation info, language (no identifiable information).
Google reCAPTCHA Privacy & Security	Form protection	**Used by Google reCAPTCHA**: Browser and device characteristics, Google cookies.

CloudFlare Security & Privacy Cookie Policy	Distributed caching of static resources and images of ergobit.cloud	**Used by CloudFlare:** Browser and device characteristics, CloudFlare cookies.

6 Physical Data Location / Data Transfers

Our cloud platforms are exclusively hosted at Hetzner in Germany and backed up at OVH in France.

7 Data Retention

Account & Contact Data: we will only retain such data as long as necessary for the purpose for which it was collected, as laid out in this policy, including any legal retention period, or as long as necessary to carry out a legitimate and reasonable promotion of our products and services.

Job Application Data: If we do not hire you, we may keep the information you provide for up to 3 years in order to contact you again for any new job proposition that may come up, unless you ask us not to do so. If we hire you, your personal information will be stored for the duration of your employment contract with us, and afterwards, during the applicable legal retention period that applies in the country where we employed you.

Browser Data: we may retain this data for a maximum of 12 months, unless we need to keep it in relation with a legitimate concern related to the security or performance of our services, or as required by law. Any server-side session information is kept only for 3 months when it is actively used, otherwise it is discarded after 7 days.

Customer Database: we will only retain this data as long as necessary for providing the services you subscribed to. For databases hosted on the ERGOBIT Cloud, if you cancel the service your database is kept deactivated for 4 weeks (the grace period during which you can change your mind), and then destroyed.

8 Third Party Disclosure

Except as explicitly mentioned above, we do not sell, trade, or otherwise transfer your personal data to third parties. We may share or disclose aggregated or de-identified information, for research purposes, or to discuss trends or statistics with third-parties.

9 Cookies

Cookies are small bits of text sent by our servers to your computer or device when you access our services. They are stored in your browser and later sent back to our servers so that we can provide contextual content. Without cookies, using the web would be a much more frustrating experience. We use them to support your activities on our website, for example your session (so you don't have to login again) or your shopping cart.

Cookies are also used to help us understand your preferences based on previous or current activity on our website (the pages you have visited), your language and country, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We also use third-party services such as Google Analytics, who set and use their own cookies to identify visitors and provide their own contextual services. For more information regarding those third-party providers and their Cookie Policy, please see the relevant references in the Third-Party Service Providers section above.

Here is an overview of the cookies that may be stored on your device when you visit our website:

Category of cookies	Purpose	Cookies
Session & Security	Authenticate users, protect user data and allow the website to deliver the services users expects, such as maintaining the content of their cart, or allowing file uploads. The website will not work properly if you reject or discard those cookies.	session_id (SAP/Odoo) fileToken (SAP/Odoo) __cfduid (CloudFlare)
Preference	Users to collect information about your interactions with the website, the pages you've seen, and any specific marketing campaign that brought you to the website.	frontend_lang (SAP(Odoo) odoo_no_push tz

	We may not be able to provide the best service to you if you reject those cookies, but the website will work.	
Interaction History	Users to collect information about your interactions with the website, the pages you've seen, and any specific marketing campaign that brought you to the website. We may not be able to provide the best service to you if you reject those cookies, but the website will work.	im_livechat_history im_livechat_previous_operator_pid utm_campaign utm_source utm_medium fs_uid (FullStory)
Analytics	Understand how visitors engage with our website, via Google Analytics. Learn more about Analytics cookies and privacy information. The website will still work if you reject or discard those cookies.	_ga (Google) _gat (Google) _gid (Google) _gac_* (Google)

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. Each browser is a little different, so look at your browser's Help menu to learn the correct way to modify your cookies, or look at the links below.

- Chrome: https://support.google.com/chrome/answer/95647?hl=en
- Edge: https://support.microsoft.com/en-us/help/4468242/microsoft-edge-browsing-data-and-privacy
- Firefox: https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer
- Safari: https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac
- Opera: https://help.opera.com/en/latest/web-preferences/#cookies

We do not currently support 'Do Not Track' signals, as there is no industry standard for compliance.

10 Policy Updates

We may update this Privacy Policy from time to time, in order to clarify it, to reflect any changes to our website, or to comply with legal obligations. The "Last Updated" mention at the top of the policy indicates the last revision, which is also the effective date of those changes. We give you access to archived versions of this policy, so you can review the changes.

ergobit consulting