MINDPRO ▷

OUR PRIVACY POLICY

MINDPRO – END USER PRIVACY POLICY

Mindpro, which provides the portfolio of cloud apps in the Atlassian Marketplace, is a brand name for the innovation and software development department at e-Core IT Solutions ("Company", "we", "us", or "our"). We refer to all of these cloud apps we provide in the Atlassian Marketplace and our other services and websites as "Services" in this policy.

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.

_**WHAT THIS POLICY COVERS**

Your privacy is important to us, and so is being transparent about how we collect, use, and share information about you. This policy is intended to help you understand:

- What information we collect about you;
- How we use the information we collect;
- How we share information we collect;
- How we secure your information;
- How we transfer your information;
- Access, update or deletion of personal information;
- Changes to our privacy policy;
- How to contact us.

_ **WHAT INFORMATION WE COLLECT ABOUT YOU**

We collect information about you when you provide it to us, when you use our Services, and when other sources provide it to us, as further described below:

Information you provide us

We collect personal information that you voluntarily provide to us when registering for the Services, expressing an interest in obtaining information about us or our products and services, when participating in activities for the Services, or otherwise contacting us.

Website Information

The Services also include our websites owned or operated by us. We collect other content that you submit to these websites, which include social media or social networking websites operated by us. For example, you provide content to us when you provide feedback or when you participate in any interactive features, surveys, contests, promotions, activities, or events.

Support Channel Information

The Services also include our customer support, where you may choose to submit information regarding a problem you are experiencing with a Service. Whether you designate yourself as a technical contact, open a support ticket, speak to one of our representatives directly, or otherwise engage with our support team, you will be asked to provide contact information, a summary of the problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving the issue.

Cookies Information

Mindpro and our third-party partners, such as our advertising and analytics partners, use cookies and other tracking technologies (e.g., web beacons, and pixels) to improve our apps.

Product Data

Each of our products needs to access and store a specific group of data. In addition, the way this group of data is stored and managed also varies according to the Atlassian Development platform the app was developed on. There are two types of cloud apps available in the Atlassian Marketplace, Connect apps and Forge apps.

Data in Connect apps

Connect apps are web applications and we host them using Mindpro's own cloud infrastructure that runs on top of AWS data centers. Our Amazon AWS's RDS database is located at US-West Virginia and the Legal region is Brazil. All data is encrypted at rest using military-grade AES-256 encryption. To give you a better understanding of what data we collect when using our Connect apps, use the links below:

- Mindpro Sync – Security & Privacy
- Mindpro Deliver – Security & Privacy

Data in Forge apps

Apps created in Forge are hosted by Atlassian. It means all app data are stored on the Atlassian servers only. Forge takes care of authentication and authorization, software execution, and data management. The region of the app's data depends on the region of your Jira Cloud. To give you a better understanding of what data we collect when using our Forge apps, use the links below:

- [Mindpro Insights – Security & Privacy](#)
- [Mindpro Lineup – Security & Privacy](#)
- [Mindpro Graphy – Security & Privacy](#)
- [Mindpro Dashio – Security & Privacy](#)

HOW WE USE THE INFORMATION WE COLLECT

Depends in part on which Services you use, how you use them, and any preferences you have communicated to us. Below are the specific purposes for which we use the information we collect about you:

For research and development

We are always looking for ways to make our Services smarter, faster, secure, integrated, and useful. We use the information and collective learnings (including feedback) about how people use our Services to troubleshoot, to identify trends, usage, activity patterns, and areas for integration and to improve our Services, and to develop new products, features, and technologies that benefit our users and the public.

To communicate with you about the services

We use your contact information to send communications via email confirming your purchases, reminding you of subscription expirations, responding to your comments, questions, and requests, providing customer support, and sending you technical notices, updates, security alerts, and administrative messages. We also send you communications as you onboard to a particular Service to help you become more proficient in using that Service.

To market, promote and drive engagement with the services

We use your contact information 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, survey requests, newsletters, and events we think may be of interest to you. We also communicate with you about new services, product offers, and promotions.

Customer Support

We use your information to resolve technical issues you encounter, to respond to your requests for assistance, to analyze crash information, and to repair and improve the Services.

With your consent

We 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 testimonials or featured customer stories to promote the services, with your permission.

_ HOW WE SHARE INFORMATION WE COLLECT

We respect and protect your privacy and only share your data with third parties to fulfill the purposes already expressly mentioned and only in the forms described in this Privacy Policy. We do not sell or market your Personal Data.

We may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation;
- To protect and defend the rights or property of Mindpro;
- To prevent or investigate possible wrongdoing in connection with the Service;
- To protect the personal safety of users of the Service or the public;
- To protect against legal liability.

_ HOW WE SECURE YOUR INFORMATION

We adopt all applicable technical, administrative, and organizational measures to protect the personal data entrusted to us against loss, abusive, inappropriate, unlawful, or unauthorized usage, adopting information security best practices, which we can mention, but are not limited to:

- Internal Information Security and Compliance team, Legal team and Data Officer (DPO) able to meet the requirements of data protection laws and regulations in its necessary scopes and measures;
- Risk Management, Incident Response, and Internal Audit initiatives;
- Information Security, data protection and privacy awareness program;
- Strong authentication mechanisms and two-factor authentication(2FA);
- Active encryption, intrusion detection, firewall, and endpoint protection;
- Adoption of strategies and principles such as "Privacy by Default" and "Privacy by Design";
- Adoption of world-recognized information security best practices, such as NIST, SANS, OWASP, ISO-27002, and ISO-27001.

_ HOW WE TRANSFER YOUR INFORMATION

We use third parties to help us provide our services and we sign contractual agreements to obligate them to protect the personal information, only use it to deliver the contracted services to us, prohibit them from selling it and not disclose it without our knowledge and permission – We only share and disclose your information with the following third parties:

Atlassian – We use Jira Software Cloud, Jira Service Management Cloud, and Confluence Cloud on daily basis. We might use those tools to temporarily store information collected via support channels. Please review Atlassian Privacy Policy.

- <u>Amazon AWS</u> – We use Amazon Aws as a cloud hosting service provider. Please review [Amazon Aws Data Privacy](#).
- <u>Google Analytics</u> – We collect anonymous, detailed statistics to help us understand how Users use our websites and our Services. Please review [Google Analytics Privacy Policy](#).
- <u>Hubspot</u> – We use HubSpot to send emails to our evaluators, customers, and partners. Please review [HubSpot Privacy Policy](#)
- <u>Calendly</u> – We use Calendly as a service provider to schedule meetings & product demos. Please review [Calendly Privacy Policy](#).
- <u>Elementor</u> – We use Elementor as a service provider to host our website. Please review [Elementor Privacy Policy](#)

<u>Compliance with Laws and Legal</u>

We may disclose your personal information to a third party if we believe that disclosure is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request.

<u>Protection of Mindpro Services</u>

We may disclose your Personal Information to a third party, if we believe it is reasonably necessary to:

- Enforce our agreements, policies and terms of service;
- Protect the security or integrity of the Mindpro Services;
- Protect Mindpro, our customers or the public from harm or illegal activities; or

To respond to an emergency that we believe in the good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person.

<u>Business Transfers</u>

In the case of a sale, merger, consolidation, liquidation, reorganization, or acquisition, any acquirer will obtain your Personal Information subject to our obligations under this Privacy Notice.

<u>With Your Consent</u>

We will share your Personal Information with third parties when we have your consent to do so.

_ ACCESS, UPDATE, AND DELETION OF PERSONAL INFORMATION

We will retain your information as necessary to provide services to you and to comply with our legal obligations, resolve disputes, and/or enforce our agreements and commitments. You have the right to know whether we have information about you and, if we do, the type of information, the purposes for which we possess it, the possible recipients or types of recipients.

You also have the right to have access to your personal information and to require that this information be corrected if it is inaccurate, incorrect, or even request the cancellation and deletion of your data.

You may exercise your right to a written request and upon verification of identity and within a reasonable time and in accordance with the law, we will correct, delete and/or block personal information from any future use and processing. If you wish to make a request, don't hesitate to get in touch with us at security@mindproapps.com or open a support request in our portal.

_ CHANGES TO OUR PRIVACY POLICY

We may change this privacy policy from time to time. We encourage you to review our privacy policy whenever you use the services to stay informed about our information practices and the ways you can help protect your privacy. If you disagree with any changes to this privacy policy, you will need to stop using the services and deactivate your account(s), as outlined above.

_ HOW TO CONTACT US

If you have any questions regarding this Privacy Policy, please do not hesitate to contact us via our support portal or at security@mindproapps.com. For any other inquiries, please get in touch at contact@mindproapps.com.