

Onward - Privacy Policy

Owner and Data Controller

Onward Software Solutions Inc, Pleasanton, CA 94588

Owner contact email: support@onwardb.com

This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through use of our apps or our website. In this Privacy Policy we, us or our means Onward Software Solutions Inc Inc.

Personal information

Personal information: The types of personal information or personal data we may collect about you include:

- your name;
- your contact details, including email address;
- your preferences and/or opinions;
- details of the services we have provided to you and/or that you have enquired about, and our response to you;
- your browser session and geo-location data, device and network information, statistics on page views and sessions, acquisition sources, search queries and/or browsing behavior;
- information about your access and use of our Site, including through the use of Internet cookies, your communications with our Site, the type of browser you are using, the type of operating system you are using and the domain name of your Internet service provider;
- additional personal information that you provide to us, directly or indirectly, through your use of our Site, associated applications, associated social media platforms and/or accounts from which you permit us to collect information; and
- any other personal information requested by us and/or provided by you or a third party.

We may collect these types of personal information directly from you or from third parties.

Collection and use of personal information

We may collect, hold, use and disclose personal information for the following purposes:

- to enable you to access and use our Site, associated applications and associated social media platforms;
- to contact and communicate with you;
- for internal record keeping and administrative purposes;
- for analytics, market research and business development, including to operate and improve our Site, associated applications and associated social media platforms;
- for advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you; and
- to comply with our legal obligations and resolve any disputes that we may have.

Disclosure of personal information to third parties

We may disclose personal information to:

- third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, web-hosting providers, professional advisors and payment systems operators;
- our employees, contractors and/or related entities;
- our existing or potential agents or business partners;
- payment systems operators;
- anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;
- courts, tribunals and regulatory authorities, in the event you fail to pay for goods or services we have provided to you;
- courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights;

Where we disclose your personal information to third parties, including data processors or data sub-processors, we will request that the third party handle your personal information in accordance with this Privacy Policy.

Please note that we use the following third parties to process your personal information:

- Atlassian
- Google Analytics
- Freshworks

By providing us with personal information, you consent to the disclosure of your personal information to third parties.

Contacting the User

Atlassian Marketplace (Atlassian)

By trialing or purchasing our apps, the User's email address will be added to the contact list of those who may receive email messages containing information of commercial or promotional nature.

Personal Data processed: company name; email address; first name; last name.

Newsletter, blogs, and other resources

By subscribing to resources on our website, the User's email address will be added to the contact list of those who may receive email messages containing information of commercial or promotional nature.

Onward help desk (Atlassian)

By filling in the contact form in the Jira Service Management portal with their Data, or by sending an email message to our support email address, the User authorizes us to use these details to reply to requests for information, quotes, support, or any other kind of request as indicated by the form's content.

Hosting and backend infrastructure

Third party services and infrastructure we use to make our apps functional. Some services among those listed below, if any, may work through geographically distributed servers, making it difficult to determine the actual location where the Personal Data are stored.

Tango (Tango Card, Inc.)

Tango Card is a gift card processing service.

Personal Data processed: various types of Data as specified in the privacy policy of the service.

Place of processing: United States –
<https://www.tangocard.com/legal/privacy-notice>

Jira Cloud (Atlassian)

Our apps are built on Forge for Jira Cloud and do not store any Jira data externally from a customer's Atlassian Jira Cloud site. For that purpose we solely use storage solutions internal to the Atlassian Jira Cloud site it is enabled in.

The rights of Users

Users may exercise certain rights regarding their Data processed by contacting us at the contact information mentioned in this document.

In particular, Users have the right to do the following:

- Withdraw their consent at any time. Users have the right to withdraw consent where they have previously given their consent to the processing of their Personal Data.
- Object to processing of their Data. Users have the right to object to the processing of their Data if the processing is carried out on a legal basis other than consent. Further details are provided in the dedicated section below.
- Access their Data. Users have the right to learn if Data is being processed by the Owner, obtain disclosure regarding certain aspects of the processing and obtain a copy of the Data undergoing processing.
- Verify and seek rectification. Users have the right to verify the accuracy of their Data and ask for it to be updated or corrected.
- Restrict the processing of their Data. Users have the right, under certain circumstances, to restrict the processing of their Data. In this case, the Owner will not process their Data for any purpose other than storing it.
- Have their Personal Data deleted or otherwise removed. Users have the right, under certain circumstances, to obtain the erasure of their Data from the Owner.
- Receive their Data and have it transferred to another controller. Users have the right to receive their Data in a structured, commonly used and machine readable format and, if technically feasible, to have it transmitted to another controller without any hindrance. This provision is applicable provided that the Data is processed by automated means and that the processing is based on the User's consent, on a contract which the User is part of or on pre-contractual obligations thereof.

- Lodge a complaint. Users have the right to bring a claim before their competent data protection authority.

Storage and security

We are committed to ensuring that the personal information we collect is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures such as the pseudonymisation and encryption of personal information, to safeguard and secure personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

We cannot guarantee the security of any information that is transmitted to or by us over the Internet. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Cookies and web beacons

We may use cookies on our website from time to time. Cookies are text files placed in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personally identifiable information. However, they do allow third parties, such as Google and Facebook, to cause our advertisements to appear on your social media and online media feeds as part of our retargeting campaigns. If and when you choose to provide our Site with personal information, this information may be linked to the data stored in the cookie.

We may use web beacons on our Site from time to time. Web beacons (also known as Clear GIFs) are small pieces of code placed on a web page to monitor the visitor's behaviour and collect data about the visitor's viewing of a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.

We may use Google Analytics to collect and process data. To find out how Google uses data when you use third party websites or applications, please see www.google.com/policies/privacy/partners/ or any other URL Google may use from time to time.

Links to other websites

Our website may contain links to other websites. We do not have any control over those websites and we are not responsible for the protection and privacy of any personal information which you provide whilst visiting those websites. Those websites are not governed by this Privacy Policy.

Amendments

We may, at any time and at our discretion, vary this Privacy Policy.

For any questions or notices, please contact us at:

Onward Software Solutions Inc

Email: support@onwardb.com