



Privacy Policy

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Distribution

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Introduction

CubeLogic Limited (“**CubeLogic**”, “**we**” or “**us**”) are a company incorporated in England and Wales (with registration number 07054261) and are a 'data controller' for the purposes of the data protection legislation applicable in the United Kingdom at the date of this notice (i.e. we are responsible for, and control the processing of, your Personal Information).

This **Privacy Policy** is effective as of 18 January 2018, and explains what information we collect about end users and our services, and what we do with that information and how we handle the Personal Information created, inputted, submitted, transmitted, stored, or displayed by the end users and integration process when accessing and using our Services (“**Personal Information Received**”). This policy also supports our “Cubes in the Cloud” on-demand customer service solution made available by CubeLogic Limited and the “Microsoft Azure” hosted online communication service made available by Microsoft.

We take the private nature of your Personal Information very seriously, and are committed to protecting it. To do that we have procedures to ensure your information is handled responsibly in accordance with the data protection and privacy laws.

Group means us and any subsidiary or holding company from time to time of that company, and any subsidiary from time to time of a holding company of that company.

Personal Information is any information that could be used to identify a living individual.

Site Content is Personal Information Received regarding you, your users and clients and which is stored securely and may only be accessed by users who have been given the appropriate permissions to that Site Content. We will not access this data for any purpose not set out in this Policy.



Collecting Information

We may collect **Site Content** when you agree to a service or product provided by CubeLogic. This may include contact details, business information required for the “Cubes in the Cloud” service, service integrations, service data transfers, support and billing communications, service notifications, and service documentation.

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data;
- receive on his/her behalf any data protection notices; and
- give consent to the transfer of his/her personal data abroad.



Using Your Personal Information

Site Content is stored in Microsoft Azure when the Site Content is at rest, during communications it is data in-transit and when it is transferred it is data in use, and in each state we only allow it to be accessed by users who have been provided the appropriate permissions to that **Site Content**. We will not access this content for any other purpose, except as provided below and may share such Personal Information with our Group for these purposes:

- **Site Content** may be displayed to our Application Support and DevOps users
- User login and authentication
- During a support investigation process
- Monitoring application services
- Correspondence communications (email, instant messenger or Fogbugz support service)
- Data transfer integration
- Registration and Billing

- Benchmark analyse for average performance metrics
- Audit services for user activity tracking
- Application logging investigations for support purposes
Investigating and preventing fraudulent activities, unauthorised access to secure services, and other illegal activities
- Billing purposes and to notify you about important service-related notices
- Improve our services
- Keep you informed about other products or services that may be of interest to you
- Notify you of any changes to our website or to our services that may affect you

Email addresses collected will be used for correspondence with you and may contain Personal Information received from you.

We communicate such information as announcements of new features, changes to Terms of Service/Privacy Policy, information about pricing changes or systems outages, and other service-related announcements. You can cancel your participation in any of these communications at any time by contacting CubeLogic through the contact details in this Policy.

If you would like to unsubscribe from any notifications about our other products or services that may be of interest to you or any direct marketing from us, please contact us using any of the details stated in the Further Information section stated below and we will action this (or you can also click on the 'unsubscribe' button at the bottom of any email newsletter).

We will not disclose your Personal Data to any third party except in accordance with this Privacy Policy or your prior consent. We may allow other people or organisations to use Personal Information we hold about you in the following circumstances:

- If we are acquired or are in the process of being acquired by a third party
- If we have been requested under the legal system to provide information for legal or regulatory purposes



International Transfer of Information

We may need to transfer your Personal Information outside the European Economic Area, for the purposes set out in this policy. Certain of those jurisdictions may not have data protection laws equivalent to those in the UK. We will not be liable for any unauthorised processing of such data in those circumstances.



Protecting Information

We have implemented the following security measure to protect your **Personal Information** and **Site Content**

- Restricted user permission models and roles
- User service authentication
- User activity audit trails
- Application and environment monitoring services
- Protecting transmission of information using (TLS/SSL) Transport Layer Security/Secure Socket Layer encryption best practice protocols, and AES encryption methods
- Advise End-Users of their responsibility to protect their password and computer against unauthorised access
- Maintaining physical, electronic and procedural safeguards in the collection, storage and disclosure of information

- Adopting a leading industry Cloud Service provider (“Microsoft Azure”) with extensive physical and technical security measures, privacy protocols and compliance certifications in place. Microsoft Trust Center <https://www.microsoft.com/en-us/trustcenter>



Technology

Please be aware that communications over the internet are not secure unless they have been encrypted. Communications and information transfer through the “Cubes in the Cloud” service is encrypted, including our Application Support Service and email communications. Communicating with CubeLogic outside of these services may not be secure and we are not liable for any unauthorized access or loss of data that is beyond our reasonable control.



Removing Information

Site Content cannot be physically deleted through the “Cubes in the Cloud” application service, but instead is audited or disabled to maintain auditable and historical information.

If you decide to terminate your “Cubes in the Cloud” service account then all **Site Content**, Information Backups, Virtual Environments, and Audit Trails will be electronically destroyed under our Privacy Policy and the Microsoft Privacy Policy (<https://www.microsoft.com/en-us/trustcenter/privacy>), and will not be recoverable.

If you wish to receive an end of service backup of the main database scheme then this will be provided on request, with the application framework removed, and will be made available for 30 days through the CubeLogic FTP Service.

Discontinued end users are disabled, and their **Site Content** is maintained for audit purposes, only their authentication is physically removed to prevent unauthorised access.



Cookies

A cookie is a string of information that a website stores on a visitor’s computer, and that the visitor’s browser provides to the website each time the visitor returns. CubeLogic uses cookies to help CubeLogic identify and track visitors, their usage of the CubeLogic website, and their website access preferences. CubeLogic visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using the CubeLogic website with the drawback that certain features of the CubeLogic website may not function appropriately without the support of cookies. Cookies Policy is available.



Further Information

Use of “Cubes in the Cloud” is governed by our **Terms of Service** that will prevail in the event of a conflict with the Privacy Policy. If you have any question or comments about this Privacy Policy then please write to Chief Technology Officer, CubeLogic Limited, 3rd Floor, News Building, 3 London Bridge Street, London, SE1 9SG, United Kingdom or via email info@cubelogic.com.



Changes to this Privacy Policy

CubeLogic Limited reserve the right to change this Privacy Policy at any time and will be distributed to all service customers via email. Any changes to this Privacy Policy will come into effect thirty (30) days after such changes have been published on the CubeLogic website. Your continued usage of the service after thirty (30) days of publication will constitute your acceptance of the changes.