

Privacy Policy

Introduction

This document explains what information we collect, why we collect it and your rights to control your data.

In short, we will never sell or distribute any of your data, and will never disclose personal information to third parties. However, we do store some information related to customer management in cloud services. Please read on for more information.

Who are we?

The responsible data controller is:

KANTEGA SSO AS
Bassengbakken 4
7042 TRONDHEIM

We can be contacted at support.atlassian@kantega.no. The information officer in charge is Atle Prange (atle.prange@kantega.no)

What information do we collect?

Contact information

We collect contact and sales information from the Atlassian Marketplace, support queries in our service desk and written communication with you.

We do this to build knowledge and improve our service. We also use this information to give you a better experience by keeping track of correspondence. It provides us with context if you get in touch.

No information or details will be disclosed to third parties, and the data will only leave our premises for storing purposes.

Analytics

We collect anonymous information about website traffic using google analytics.

We do this to better understand how you use our services and enable us to optimize our efforts where it matters the most.

Configuration

We might ask you to submit general and anonymous information about configuration and usage of our software. We will never collect or ask you to collect information about your users, or information that may compromise your security, and you will always be able to examine the data that is being sent to us.

We do this to better understand how our product is being used and to aid us in the case of troubleshooting.

What legal basis do we have for processing your personal data?

We have a legitimate interest in the contact information we collect to provide a normal and expected customer service.

For Analytics we or Atlassian collect your consent when entering our domain or Atlassian Marketplace product pages.

For collection of configuration and usage data we collect your consent, either on a per case basis, or on a general basis ("do not ask me again")

When do we share personal data?

We never share personal data, unless given explicitly expressed consent by you.

Where do we store and process personal data?

Contact information is partly stored at Microsoft Office 365, and partly Google Drive, (for analytics and spreadsheets)

Analytics data is stored at Google.

Information from applications is stored on premise on our own servers.

How do we secure personal data?

All devices that access personal data used in Kantega KSS are encrypted and secured with biometrics or strong passwords. Data we store in the cloud follow the security measures of the cloud vendor, they are typically secured through 2 factor authentication or linked with our company access control.

Our mobile devices may contain contact information such as emails, but they can be remotely wiped.

How long do we keep your personal data?

Contact information contained in emails or service desk will be kept in order for us to recall support related information.

Information about usage of our product will be aggregated in a non reversible manner and kept for statistics. The raw data will be not be stored for more than two years, to enable us to build new statistical models with reasonable historic value.

Your rights in relation to personal data

Under GDPR (and common sense) you may at any time

- Request from us all personal information about you that we have stored, delivered to you in a machine readable and portable format (json)
- Require us to delete any personal data about you we have stored
- Withdraw any consent you have given us
- Require us to correct personal data about you
- Restrict or prohibit us from using your personal data for parts or any purpose

Please get in touch with us at support.atlassian@kantega.no if you have questions, requests or complaints regarding your rights.

Use of automated decision-making and profiling

We do not use automatic decision-making or profiling based on personal information.

How to contact us?

We are reachable at atlassian.support@kantega.no , and are happy to answer any questions or respond to any concerns you might have regarding your privacy.

Use of cookies

We use cookies to learn how visitors use our websites. This information is kept private to us and stored in Google Analytics

Third party content

Google privacy policy: <https://privacy.google.com/businesses/compliance/>

Microsoft privacy policy: <https://products.office.com/en/business/office-365-trust-center-privacy>