

## Universal.Cloud Privacy policy

Universal IT B.V. (hereinafter, Universal.Cloud) takes your privacy seriously. We store your data safely and handle it with the utmost care and in line with the provisions of the General Data Protection Regulation (EU) 2016/679.

This Privacy Policy governs the use of the site [www.universal.cloud](http://www.universal.cloud) and the services offered by the company Universal IT B.V. with registered office at Nieuwe Stationsstraat 10, 6811 KS Arnhem, Netherlands, and holder of the VAT number VAT NL 8152.91.954.

By accepting the terms of this privacy policy, the user consents to the automatic processing of the personal data provided, with the purposes herein specified.

Please note that Universal.Cloud only provides services to businesses or organizations. No consumer services are delivered.

### Processing of personal data

When you register for Universal.Cloud services or when you request information, we may ask you to provide personal data. This data will include the following personal information:

#### Type of request

- Contact forms
- Free trial account
- Payed account
- Support request
- Evaluations

#### Data Collected

Full name, business email, business address, Phone number

#### Software application

- Phone call history
- Chats

Phone numbers, call duration, chat messages, email addresses, IP numbers, group memberships

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## **Purposes of the processing**

Universal.Cloud will only use your personal information for purposes of providing cloud services. These included services like software licenses activation, providing updates on new features, service availability updates, manage user accounts, management of incidents, comply with regulatory, financial and accounting duties, research and statistics, send commercial communications related to the requested or used services.

## **DATA PROCESSING AGREEMENT**

Data is processed under the general data processing agreement that can be found here; <https://universal.cloud/PDF/Data%20Processing%20Agreement%20%20-%20Universal%20IT.pdf>

## **Retention periods**

Universal.Cloud stores data as long as it is relevant to operate the service for customers. In the Data Processing Agreement, the exact terms named are valid as long as they comply with law enforcement.

## **Usage of administrator permissions**

For the Universal.Cloud customer portal or admin panels/bots for managing applications, we authorize or provides accounts to login to these web-applications. The end-user is responsible to take care of these credentials. We expect that users with these accounts are legit to operate on behave of their organization and takes appropriate security measures to protect these accounts.

## **Logging of usage**

The Universal.Cloud website(s) and applications store visitors data like IP address, time of usage, browser type, and application operating system endpoint information. This information is used to improve our Cloud services. Universal.Cloud usages Google Analytics and ClickDimensions. The privacy policies of these companies can be found here: <https://policies.google.com/privacy> & <http://clickdimensions.com/about/privacy-policy/>.

## **Newsletters**

Universal.Cloud does not send newsletters as part of her marketing campaign. For the ad-doc information updates on maintenance windows and service outages we can use personal information gathered to inform you. In case of relevant product updates/usage, targeted email distribution group may be used. Users can always opt-out of these distribution groups lists by sending an email to our support desk.



### Share information with third parties

Universal.Cloud shares no personal data with third parties unless forced by law, upon personal request by the user or specific Cloud suppliers (like ClickDimensions, Microsoft Dynamics 365, Azure and Office 365) who perform specific services upon request of Universal.Cloud.

### User Rights

You can view and edit your personal information at any time after registration with Universal.Cloud or ordering systems like AppSource and Azure Marketplace, through the systems that will be made available to you to manage your account with us.

You may, at any time, withdraw your consent for the processing of your personal data as well as exercise your rights of Access, Rectification, Erasure, Restriction, Objection and Data Portability (the latter, where applicable) by sending an email to our security officer or a written letter to the following address:

Universal IT B.V – Security Officer, Nieuwe Stationsstraat 10, 6811 KS Arnhem, Netherlands

In either case, you must attach a copy of your valid National ID Document or Passport, providing your full name, contact details and the right you wish to exercise.

We inform you that the processing of the data you provide is essential for the provision of our services and for compliance with regulatory requirements applicable to the telecommunications sector. By choosing to delete some types of personal information, you may prevent us either from supplying certain services to you as a customer.

### Duration and modifications

Universal.Cloud reserves the right to revise its privacy policy at any time and in response to changes introduced by applicable data protection laws. We endorse our customers to review this policy for regular updates.

Last updated: **September 2019**