



universal

# Privacy Policy

Universal.cloud



Universal IT B.V. (hereafter, 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 Universal Communication Suite product sites [www.ucallmanager.com](http://www.ucallmanager.com) and [www.uwebchat.com](http://www.uwebchat.com) 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 NL815291954.

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

Please note that Universal.Cloud only provides services to businesses or organizations. Universal IT does not provide services to consumers.

### 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
- Paid account
- Support request
- Evaluations

#### Data Collected:

Full name, business email, business address, phone number

#### Software application

- Phone call history
- Chats

Phone numbers, call log data, chat log data, email addresses, IP numbers, group memberships

## UNIVERSAL .cloud

Our focus is on people and organization – ensuring we understand each other and make meaningful connections through our work. By being technology-driven, we can focus on making reliable choices for our clients. By focusing on service, as well as technology, we can create ICT solutions that really work.

#### Contact

WTC Arnhem

Nieuwe Stationsstraat 10  
6811 KS Arnhem

NL tel: +31 26 2020020

BE tel: +32 3 7470004

### **Purposes of the processing**

Universal.Cloud will only use your personal information for purposes of providing cloud services. This includes 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 [in this link](#).

### **Retention period**

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**

Universal.Cloud provides or authorizes accounts for logging into the Universal.Cloud customer portal or the admin panels/bots for managing applications. The end-user must safeguard these credentials and use them only for legitimate purposes on behalf of their organization. The end-user must also take appropriate security measures to protect these accounts from unauthorized access or misuse.

### **Logging of usage**

When you visit or use the Universal.Cloud website(s) and applications, we collect some data about your device and activity. This includes your IP address, the time you spend on our site or app, the type of browser you use, and the operating system of your device. We use this data to improve our Cloud services and provide you with a better experience. Universal.Cloud relies on Azure backup, Google Analytics and Dynamics 365 Marketing to store and analyze this data.

The privacy policies of these companies can be found here:

[Privacy Policy | Google](#)

[Microsoft Trust Center Overview | Microsoft Trust Center](#)

## Newsletters

Universal.Cloud sends email newsletters as part of our marketing activities and for product/service/update announcements. We use your name and email address to send you these newsletters based on your consent or our legitimate interest in keeping you informed about our products and services. You can withdraw your consent or object to our legitimate interest at any time by clicking on the unsubscribe link in any of our emails or by contacting us at [support@universal.cloud](mailto:support@universal.cloud). You also have the right to access, rectify, erase, restrict, or object to the processing of your personal data. If you have any questions or concerns, please contact our supportdesk or our Security Officer at [so@universal.cloud](mailto:so@universal.cloud).

## Share information with third parties

Universal.Cloud does not share your personal data with any third parties, except in the following cases: when we are required by law, when you request us to do so, or when we need to use a third party Cloud Service (Microsoft Cloud) that provides specific services on our behalf.

## User Rights

You can view and edit your personal information at any time after registering 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 ([so@universal.cloud](mailto:so@universal.cloud)) or a written letter to the following address:  
Universal IT – SO - Nieuwe Stationsstraat 10, 6811 KS Arnhem, Netherlands



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. By choosing to delete some types of personal information, you may prevent us 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 2023**