

## Data Privacy Statement of the Cortado Mobile Solutions GmbH

This Data Privacy Statement applies to all products, services and websites distributed by Cortado Mobile Solutions GmbH, Alt-Moabit 91a, 10559 Berlin, Germany (hereinafter referred to as "CMS" ). CMS strongly emphasizes the protection of your personal data. CMS adheres to any and all applicable data protection provisions, including but not limited to the EU General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (Bundesdatenschutzgesetz, BDSG)

### Data collected by the CMS website or a CMS cloud service and use thereof

#### *User data*

If you **register** with Teampace ([www.teampace.net](http://www.teampace.net)) or with Cortado Cloud ([cloud.cortado.com](http://cloud.cortado.com)) or in order to purchase CMS products or book other services offered by CMS via its websites ([www.cortado.com](http://www.cortado.com)), you must provide **personal information**, namely your first and last name, your postal address, your e-mail address and the password for your user account. If you purchase services that are subject to a fee, you also must provide payment information. For this purpose, CMS stores incoming invoice data. With the Teampace service, you only have to provide an e-mail-address, the password for the user account and a freely selectable user name which is solely displayed to all Teampace members of such team projects you joined. If you set up Teampace Business for use in your company, you have to provide the company name additionally. Personal data you made available is used to fulfill the service contract CMS concluded with you. In addition, we use your e-mail address for purposes of direct marketing (information on products, newsletters, etc.). The legal basis of such processing is the protection for the *purposes of legitimate interests* pursued by CMS (Article 6 para. 1 (f) GDPR).

In general, any and all information that allows us to individually identify people are considered personal information. We always receive and transmit any and all personal data by way of encryption. If you purchase services that are subject to a fee, payments which refer to Teampace consumer accounts are handled by the German company PayOne GmbH (Fraunhoferstraße 2-4, 24118 Kiel, Germany), while payments which refer to Cortado Cloud or Teampace Business accounts are handled by Stripe Inc. (185 Berry Street, Suite 550, San Francisco, CA 94107, USA). After we receive payment information, we print said information, file it in paper form and store it in a specially secured manner deleting the electronic copy.

Optionally you can use existing credentials from Facebook or Google accounts to register with Teampace or log-in to your Teampace account. In this case Teampace retrieves the following infor-

mation from Facebook or Google: public profile (including name and avatar), e-mail-address (for setting up the Teampace account) and user ID (for matching the Teampace account with the Facebook or Google user). Facebook and/or Google will log your use of the Teampace account.

Upon registration with Teampace you must choose a display name. It is NOT required that you provide your real name, it is explicitly permitted to choose names like “Pippi Longstocking” or “Ronja the Robber’s Daughter” as a display name. The freely selectable display name is displayed to all users of the created team project and allows for allocation of your Teampace account in a manner compliant with data protection regulations. The e-mail addresses of Teampace members can only be seen by the owner of the respective Teampace. However, if you use Teampace Business for use in your company, all of the company’s own members can see every users e-mail address. Here, the legal basis of processing the mentioned data is the protection for the *purposes of legitimate interests* pursued by CMS (Article 6 para. 1 (f) GDPR).

If you open and / or edit an Office document, it is sent to *Microsoft Office (365) Online* by default and will be opened there for you to edit (www.office.com, Microsoft Corporation, One Microsoft Way, Redmond, Washington 98052, USA). After closing the document, it is automatically transferred back to Teampace. If you want to prevent such procedure, you can disable the *Microsoft Office* option in your Teampace user preferences; in which case, Office documents will be opened and edited using the open-source program *LibreOffice*, which runs locally on the Teampace server.

The CMS websites contain a number of forms in which you must also provide personal information if you use them. In particular, this concerns contact, offer, download and support forms as well as newsletter subscriptions. The data to be provided may include: first and last name, company name and address, position, phone number and e-mail address.

#### *Usage data*

On your visit to a CMS website, we send a **cookie**, e.g. a small electronic file consisting of a certain character string allowing us to identify your browser. Additional cookies are used for caching your credentials and user preferences. All CMS cookies are recognizable by the string **cortado.com** or **teampace.net**, which can be found in the name of the cookie. However, you have the option to set your browser to refuse cookies or to ask you every time a cookie is sent. Refusing only third-party cookies prevents logging in with your Facebook or Google credentials. A refusal of *all cookies* (or of Cortado or Teampace cookies) would however prevent the login with the Cortado or Teampace service itself.

Furthermore, CMS servers automatically record usage data that your browser sends when you visit a website. These so-called **log data** include your web request, IP address, browser type, browser language, date and time of a request and cookies. These log data allow to clearly distinguish your browser from other browsers. If required, log data is used by CMS only for purposes of evidence, error detection as well as for identifying and repelling hacker attacks. These data will be automatically deleted after 30 days. The legal basis of such processing is the protection of *purposes of legitimate interests* pursued by CMS (Article 6 para. 1 (f) GDPR).

CMS **cloud services** collect usage data concerning your end device(s) and pattern of use that are transmitted to CMS due to your use of cloud services offered by CMS. CMS will evaluate, process, use, and publish, if applicable, such data only with ensured anonymity and in a summarized manner.

#### *Third parties / Target group orientated ads*

CMS uses the following third parties for analytical purposes and/or to place their own interest-based ads on the websites of these third-party providers:

- Google LLC, 1600 Amphitheatre Parkway Mountain View, CA 94043, USA (for analytics + ads)
- Twitter Inc., 795 Folsom St., Suite 600, San Francisco, CA 94107, USA (for ads)
- Facebook Inc., 1601 Willow Road, Menlo Park, CA 94025, USA) (for ads)

For ads, cookies (also referred to as tags, user action or tracking pixels) from the above mentioned third-party providers are placed in your web browser once you have logged in with your third-party account and looked at or clicked on an advertisement there. This allows CMS to track users' actions, the effectiveness of advertisements for statistical and market research purposes and to display ads regarding products or services that may interest you. All data collected this way is anonymous for CMS (usage data); in other words, CMS does not see the individual user' s personal data (user data).

However, these usage data may be stored and processed by the respective third party. If you also log in to your relevant third-party account using the same web browser, the pertinent third-party provider could connect your usage data with your local account – thus your user data – and use for their own promotional purposes. To prevent that from happening, you can either block the above-mentioned third-party cookies via browser settings or use two different web browsers on the same device – one for logging in to your Cortado or Teamplace account and another one for loggin in to the third-party provider account.

CMS only uses the collected personal data as indicated for the purposes they were actually intended for. Apart from that, the purposes include the provision of CMS' services and products for users and

the development of new services and products. Information regarding the kind and purpose of collected personal data can be found while using or booking the services and products.

To analyze the activities on its websites, CMS uses the functions of Google Analytics. To ensure anonymization of IP addresses, Google provides an extension to the Google Analytics Code. Integrating the code extension "anonymizeIp". By using the code extension, the last 8 bit of the IP address will be deleted and therefore anonymized. This only permits a rough localization and is approved by the German data protection authorities. CMS anonymizes any and all IP addresses before their transmission to Google via Javascript with the code line "ga('set', 'anonymizeIp', true);" or "\_gaq.push(['\_gat.\_anonymizeIp']);" in your browser (see <https://support.google.com/analytics/answer/2763052?hl=en>).

### **Your approval for the collection of personal data / Revocation**

If you register for a specific service on the CMS websites, we ask for your personal data (see above). If such data shall be used for a purpose other than originally indicated, we request your consent for us doing so by checking an applicable box on the website. However, you may refuse to give your prior consent. Without your express prior consent, CMS will not use your personal information for other purposes than indicated and in connection with the respective services or products. The legal basis of processing the mentioned data lies in the data subject has given his/her *consent* to the processing (Art. 6 para. 1 (a) GDPR).

You are at all times entitled to refuse to provide personal information or to revoke provided personal data. Please be aware though that in such case CMS might not be able to offer you all available services. If you revoke personal data, which is required for processing valid contractual relations between you and CMS, we will delete any personal data promptly after termination of the contractual relations.

### **Transfer of personal data to third parties**

In addition to the purposes outlined above for *analytics* and *interest-based ads*, CMS is providing the Teamplice users' e-mail address to the newsletter service provider *Avenue 81 Inc. d/b/a Leadpages* (251 N. 1st Avenue, Suite 200, Minneapolis, MN 55401, USA). Furthermore, CMS uses various platforms from the cloud service provider Freshworks (1250 Bayhill Drive, Suite 315, San Bruno, CA 94066, USA), such as Freshdesk for support and consulting and Freshsales for customer relationship management (customer database). The legal basis of such processing is the protection of *purposes of legitimate interests* pursued by CMS (Art. 6 para. 1 (f) GDPR).

CMS web pages and cloud services include a number of social media buttons such as Twitter, Facebook, and LinkedIn. Data will only be sent to the respective third-party provider if you explicitly click on the relevant button. By doing so, your browser establishes a direct connection to a web server of the respective social network. As a result, the social network receives the information that you have accessed one of our corresponding website. If you are logged in to the social network at the same time and with the same browser you visit our website, the social network can assign your website visit to your account. Again, we recommend using two different web browsers on the same device to use our websites and services on the one hand, and to log in to the social network on the other, should you wish to exclude the use of your usage data for advertising purposes.

Without your consent, CMS will only transfer or disclose your personal data upon presentation of a search warrant, judicial order, judicial decree or another form of lawful cases regulated by law. In such cases, the legal basis lies in the *compliance with a legal obligation* (Art. 6 para. 1 (c) GDPR).

### **Data security**

CMS uses adequate security measures to prevent unauthorized access or change, transfer or deletion of personal information. Such measures include, but are not limited to, internal review of our data collection practices, data storage and processing as well as technical and organizational security measures to prevent access to the systems we use to store such sensitive data.

Any and all data collected via the cloud solutions Teampace and Cortado Cloud are filed at Frankfurt/Main, Germany, at the facilities of AWS *Europe Frankfurt/M*. Only exception to this rule is the conversion of video files into formats that can be played on mobile devices; for this procedure (Elastic Transcoding), the videos must be transferred to the facilities of AWS *Europe Ireland*. Hence, the strict data protection laws and regulation of the GDPR apply. AWS is the cloud provider Amazon Web Services (410 Terry Avenue North, Seattle WA 98109, USA), which only provides the server platform. The management of the encryption of the connection to AWS and the Teampace data including their encryption is the responsibility of CMS and its parent Cortado Holding AG (Alt-Moabit 91 b, 10559 Berlin, Germany). AWS has been certified according to German principles of Basic IT Security by the TÜV Austria Group. For further information on data privacy and compliance at AWS, please visit [https://aws.amazon.com/compliance/resources/?nc1=h\\_ls](https://aws.amazon.com/compliance/resources/?nc1=h_ls).

In addition, CMS websites are hosted at WP Engine Inc., 504 Lavaca Street, Suite 1000, Austin, Texas 78701, USA. WP Engine only provides the web server platform. The management of the data including the encryption, however, lies exclusively with CMS. For further information on data privacy and compliance at WP Engine, please visit <https://wpengine.com/legal/privacy/>.

Access to such data is internally limited to such members of staff who for the operation, development, and improvement of our services and products require knowledge of such data. Such members of staff are required to adhere to special confidentiality requirements. If such members of staff, however, breach the secrecy requirements, they have to face consequences under labor law and/or criminal prosecution.

### **Access to and updating or deletion of personal data**

CMS enables you to access your personal data through the various websites and offers you the possibility to correct, modify or delete such data if necessary and if they are not required for legal means of processing contractual relations. In the interest of data security, you have to identify yourself with your log-in credentials before you can modify or delete any personal data.

### **Enforcement**

CMS regularly checks compliance with this Data Privacy Statement. If you have any questions, comments, requests for information, rectification, processing restrictions, portability or erasure of data, please feel free to contact our duly appointed Data Protection Officer at [dataprotection@cortado.com](mailto:dataprotection@cortado.com). **You have the right to object to the processing of your personal data or to revoke your consent at any time.** In addition, you have the right to complain to the relevant recourse authority.

### **Offer to conclude a Data Protection Agreement**

On your instructions and within the framework of the service provision personal data is collected, processed and / or used by CMS. According to Art. 28 of the GDPR the contracting authority - ie you - is responsible for complying with the data protection rules. You can fulfill this obligation by concluding a Data Protection Agreement with CMS, which meets the legal requirements of the GDPR. Upon request CMS will be happy to provide you with a draft of a Data Protection Agreement along with a Data Processing Addendum describing our technical and organizational security measures to protect personal data. Once provided to you, you only have to check and sign these documents. If you have any concerns, inquiries or if you need further information or assistance, we are happy to assist you at [dataprotection@cortado.com](mailto:dataprotection@cortado.com).

### **Alterations and amendments**

Please note that this Data Privacy Statement may be altered and/or amended from time to time. Without your express consent, though, we will not restrain your rights under the current Data Privacy Statement. Amendments and/or alterations concerning the Data Privacy Statement will be announced by CMS on the websites. Earlier versions of the Data Privacy Statement will be filed and will be available for reference upon your request.

Berlin, January 2019