

SEMYOU Data protection regulations

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Data protection is one of the bases for trusted data processing by SEMYOU. SEMYOU has long since been practicing data protection, a crucial part of the lifecycle of our products and services. We are currently working on the transparency of our data protection practices, offering customers reasonable options for data protection and responsibly managing our stored information.

SEMYOU data protection principles and our internal data protection standards serve as guidelines for how we collect, use and protect customer data.

Within the data protection declaration for SEMYOU Cloud Services, the current customer specific guidelines and practices in reference to data protection are described.

“SEMYOU” refers to the contractual service and / or company SEMYOU.

The protection of your personal information is a core concern of SEMYOU.

With these data protection regulations, SEMYOU would like to inform you as to how SEMYOU processes your information.

These data protection regulations are valid for all SEMYOU applications (APPS).

1 Storage location of customer information

SEMYOU currently operates a centralized datacenter within Europe (Germany). Within this section, we will address frequently asked customer questions concerning the accessing and storage location of customer information.

- The information from all of SEMYOU’s applications (APPS) is stored within a secure datacenter within Europe (Germany).
- SEMYOU is authorized, for reasons of data redundancy or other reasons, to transfer customer information to another location within Europe. Large quantities of data are replicated between two regions with the same geographic area (Europe), to offer additional data consistency in the case of larger catastrophes.
- SEMYOU does not transfer customer information to locations outside of Europe, unless this is necessary for SEMYOU to provide customer support, to apply a service to resolve a problem or when a customer approves such a transfer.
- Your information is stored encrypted within the SEMYOU datacenter and can only be accessed by you.

2 EU Data Protection Directive

The EU Data Protection Directive (95/46/EC) contains strict requirements for the handling of personal information within the European Union. Under European law, our customers are the owners of their customer information and SEMYOU is the processing instance.

3 Customer information and other types of information

- **Customer information** is all of the information provided by you when using a service, including all text, audio, software and/or image files. Customer information includes, for example, files which you or your end user has uploaded in the services for hosting. Configurations or technical settings and information are not included.
- **Administrator information** is information concerning administrators (among others account contact and subscription administrators) such as the name or the address, telephone number and email address which were provided during setup, purchasing or managing of a service.
- **Metadata** includes configuration and technical settings and other such information.
- The websites at which SEMYOU offers SEMYOU services are generally called "SEMYOU APPS".

4 What type of information is collected

SEMYOU collects various types of information to work effectively and to offer you the best products, services and to provide you with the highest possible security.

We collect information when you register and when you log in. No information is recorded when using the various SEMYOU APPS.

4.1 Registration information

So that the SEMYOU services work, SEMYOU must record and process specific personal information from you during registration labeled **Registration information**. This information is only available to SEMYOU, cannot be accessed by any other user and is not transferred to a third party.

During registration, the following data is collected:

- Name – contact person
- Address contact person
- Email address contact person
- Home Country
- Company
- Company address
- Company website
- Company email address
- Telephone number

4.2 Payment information

As long as you use SEMYOU services which are subject to charge, SEMYOU collects and uses your payment information such as credit cards or PayPal details for the purpose of processing payments and debiting the correspondingly selected method of payment.

If you chose a credit card as the method of payment and pay using your MasterCard or Visa credit card (not American Express), then the transaction process is handled by the authorized service provider PAYONE® GmbH. If PayPal is the payment method of choice, then payment is dealt with by PayPal® directly.

4.3 Traffic data

Traffic data is information which results from a telecommunication service performing a service or being used. SEMYOU and/or a third party who uses SEMYOU to provide a telecommunication service collects traffic data in order to make it possible to provide the service and to create an invoice for the corresponding user. Generally, date and time as well as time zone at the start and the completion of usage, volume in bytes, IP address and type of the telecommunication service provided are collected. The above mentioned information is stored for up to six months after the invoice has been sent, unless a longer storage time is necessary in relation to statistical functions of the user. As long as required for invoicing with other companies or other service providers or required legally, SEMYOU may use, store and transfer traffic data.

4.4 Editing, blocking and deleting information

Information which you save within our services can be personally edited or deleted. Backup copies within our backup system will be deleted with a certain time lag. After the contract has come to an end, we delete the information stored within the services. Contractual information is blocked after a contract has ended and is deleted after the legal retention period.

5 Access to your personal information

The SEMYOU services offer you the option to display or edit your personal information online. In order to prohibit that others can view your personal information, you must first log in. The process to access your personal information depends on the service being used.

6 Website tracking

The SEMYOU website makes partial use of so-called cookies. These serve to make the offer more user-friendly, effective and secure. Cookies are small text files which are placed on your computer which your browser stores and allows an analysis of your use of the website. You can deactivate the use of cookies by Google through the corresponding setting found within your browser software; we would like to note that, in this case, you may not be able to use the full functionality of this website.

The SEMYOU website uses Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses "cookies". The information generated by the cookie about your use of this website is generally transmitted to and stored by Google on servers in the United States. On

this website, IP anonymization is activated meaning that your IP address will first be shortened by Google within all member countries of the EU or within other contracting countries to the Agreement on the European Economic Area (EEA). Only in exceptions will your full IP address be transmitted to a Google server in the US and shortened there, after transmission. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity and providing other services relating to website activity and Internet usage for the website operator. The IP address transferred from your browser through Google Analytics will not be associated with any other data held by Google.

SEMYOU-APPS

For SEMYOU applications (APPS), website/cookie tracking is not used. Only the SEMYOU website uses the above mentioned services.

7 Security

Security is our first priority. For the availability and security of your information, we have taken extensive technical and organizational security measures. These are frequently tested and adapted to the latest technology.

Datacenter: Our datacenters are certified by independent companies. This certification includes a systematic security concept as well as numerous security measures within the IT structure itself, the secondary technology and the process chain. The security concept focuses on set standards and is routinely tested. Data mirroring between datacenters, uninterruptible power supply based on batteries, emergency diesel power for up to four weeks of autonomous operation, laser-fire alarms and extinguishing gas, access and exit rules, employee commitment and training as well as frequent analyses of newer security demands are also part of our security measures.

Secure connection: All SEMYOU services can only be used via a secure connection. For this reason, we provide an encrypted connection (SSL).

8 Support data

Support data is information that we collect when you reach a support query or implement automatic troubleshooting including information about the hardware and software. We use this information to resolve the support query as well as for training purposes.

9 Availability of the data protection regulations

You can call up and print these data protection regulations by using the "[Data protection](#)" link found on the SEMYOU website.