

Smarter Business Processes Privacy Policy

Smarter Business Processes respects your privacy and we are committed to compliance with the EU General Data Protection Regulation ("GDPR") which is effective on the 25th May 2018.

This policy covers our website as well as our products, applications and services. For Smartsheet users, see [Smartsheet Privacy Policy](#) and for AppSheet Users see [AppSheet Privacy Policy](#). By using an application or service, or by purchasing, installing or using any of our products, you are consenting to our practices as described in this Privacy Policy.

Personal Information means information that by itself identifies an individual (such as a name and email address) as well as information that can be combined to identify an individual.

We will take measures to ensure that your Personal Information is only used for the purposes as set forth herein. To further the protection of your Personal Information, We have adopted a set of guidelines (outlined below) to describe the Personal Information We collect about you, why We collect it and how We use it.

We collect and use Personal Information in order to provide, support to clients using our products and seeking our services. For example, We send out tips and tricks bulletins to customers, prospective customers and those who have asked us to do so. We also communicate with our customers and their employees through our helpdesk. You can opt out or unsubscribe from receiving promotional information at any time by clicking a link or button within an email for example although this does not exclude reasonable communications with you as a customer. Your Personal Information may be used or processed for our own internal business processes such as accounting.

We collect Personal Information from people who enquire about, purchase and use our products or services. Personal Information may be provided to us in a number of ways, including through a telephone or conference call, a registration process, by completing a form, requesting support or through logging in. We may use Personal Information in order to provide product support, updates and alerts, for billing and collection and other similar purposes. Your Personal Information will not be shared with parties outside of Smarter Business Processes, unless otherwise required by law, court order, or other government or law enforcement authority. We hold no paper data, all our client data is held securely and safely, accessible only by trusted employees when serving our clients.

If you ask us to do so and you are not a customer, We shall remove your Personal Information from our databases.

To add to Terms and Conditions

Data Processing and Privacy

7. SMARTER BUSINESS PROCESSES respects your privacy and where applicable, is committed to processing your data in accordance with the relevant legislation. Our Privacy Policy is published on our website. By using an application or service, or by purchasing, installing or using any of our products, you are consenting to the practices as described in our Privacy Policy.

SMARTER BUSINESS PROCESSES will:

- (i) only process personal data in relation to which the Customer is the data controller in accordance with written instructions from or on behalf of that Customer, unless EU or EU Member State law to which smarter business processes is subject requires other processing of that personal data, in which case SMARTER BUSINESS PROCESSES will inform the Customer (unless that law prohibits SMARTER BUSINESS PROCESSES from doing so on important grounds of public interest);
- (ii) not process that personal data for any purpose other than for the performance of SMARTER BUSINESS PROCESSES's obligations under this Contract;
- (iii) ensure that appropriate technical and organisational measures are taken to avoid unauthorised or unlawful processing of that data and against loss or destruction of, or damage to, that personal data;
- (iv) ensure all of SMARTER BUSINESS PROCESSES's employees, agents and contractors who will have access to that personal data have committed themselves to confidentiality or are otherwise under an appropriate obligation of confidentiality;
- (v) not, by any act or omission, place the Customer in breach of the European Data Protection Legislation;
- (vi) inform the Customer promptly and without undue delay of any data protection breaches or unauthorised or unlawful processing, loss, or destruction of, or damage to, that personal data;
- (vii) obtain prior consent to engage any third party subcontractor to process that personal data on behalf of the Customer, and ensure such third party subcontractor only uses and accesses that data in accordance with the terms of the Contract;
- (viii) taking into account the nature of the processing, assist the Customer by appropriate technical and organisational measures, insofar as this is possible, for the fulfilment of the Customer's obligations under the European Data Protection Legislation to respond to requests for exercising the data subject's rights;
- (ix) assist the Customer in ensuring compliance with any applicable obligations under the European Data Protection Legislation related to security; breach notification; data protection impact assessments and prior consultation with the supervisory authorities, taking into account the nature of processing and the information available to SMARTER BUSINESS PROCESSES;
- (x) at the choice of the Customer, delete or return all the personal data to Customer after the end of the provision of the Services, and delete existing copies unless prohibited from doing so by applicable EU or EU member state law;
- (xi) as from 25 May 2018, make available to the Customer all information necessary to demonstrate SMARTER BUSINESS PROCESSES's compliance with the obligations imposed by the Contract in respect of the personal data and allow for and contribute to audits, including inspections, conducted by Customer or another auditor mandated by Customer; and
- (xii) not process, or cause to be processed, that personal data outside the European Economic Area unless SMARTER BUSINESS PROCESSES adopts a compliance solution that achieves compliance with the terms of Article 25 of the Directive or Article 44 of the GDPR (as applicable).