

Privacy Policy for itemis Solutions Cloud SaaS Service

itemis AG

Version 3.1.0, April 11, 2025

1. Introduction

Welcome to itemis Solutions Cloud. Your privacy is important to us, and we are committed to protecting your personal data in compliance with applicable laws and regulations, including the General Data Protection Regulation (GDPR).

This Privacy Policy explains how we collect, use, and protect your personal data when you use our **itemis Solutions Cloud SaaS Service** ("Service"). By accessing or using the Service, you agree to the collection and use of your data as outlined in this policy.

2. Data Controller

The data controller for your personal data is:

- **Company Name:** itemis AG
- **Address:** itemis AG, Am Brambusch 15-24, 44536 Lünen, Germany
- **Email:** info@itemis.com
- **Website:** www.itemis.com

3. Types of Data We Collect

We may collect the following types of personal data:

- Account Information:** Your name, email address, username, password, and other registration details.
- Usage Data:** Information about how you use our Service, including your IP address, browser type, device information, and usage activity within the Service.
- Payment Information:** If applicable, billing and payment details when purchasing a subscription to the Service.
- Communication Data:** Correspondence and other communications between you and our support or customer service teams.

4. Legal Basis for Processing Data

We process your personal data based on the following legal grounds under the GDPR:

- Consent:** When you provide explicit consent to process your data for specific purposes (e.g., marketing communications).
- Contractual Necessity:** To fulfill the terms of the contract between you and itemis AG, such as providing access to the Service.
- Legal Obligation:** To comply with legal obligations, including regulatory requirements.
- Legitimate Interests:** For business purposes, such as improving the Service and ensuring security, provided that such interests do not override your rights and freedoms.

5. How We Use Your Data

We use your personal data for the following purposes:

- Providing the Service:** To allow you to access and use the Service.
- Customer Support:** To respond to your inquiries, provide technical support, and improve our services.
- Communication:** To send you important updates about the Service, including administrative messages, account notifications, and marketing communications (if you have opted in).
- Billing and Payments:** To process payments and manage your subscription.
- Improving the Service:** To enhance the functionality, performance, and user experience of the Service.
- Security:** To ensure the security and integrity of the Service, and to detect and prevent fraudulent activities.

6. Sharing Your Data

We may share your personal data with the following third parties:

- Service Providers:** Third-party vendors that help us operate and maintain the Service, such as hosting providers,
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payment processors, and customer support services. These vendors are required to handle your data in accordance with our instructions and applicable laws.

- b. **Legal Obligations:** We may disclose your data if required to do so by law, regulation, legal process, or governmental request.
- c. **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal data may be transferred as part of the transaction.

7. Data Retention

We will retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law. This includes the duration of your subscription to the Service and for a reasonable period afterward in order to comply with legal, regulatory, or contractual obligations.

8. Your Rights

As a data subject under the GDPR, you have the following rights regarding your personal data:

- a. **Right to Access:** You have the right to request access to the personal data we hold about you.
- b. **Right to Rectification:** You have the right to request the correction of inaccurate or incomplete data.
- c. **Right to Erasure (Right to be Forgotten):** You can request the deletion of your personal data, subject to certain limitations.
- d. **Right to Restriction of Processing:** You can request that we limit the processing of your personal data in specific circumstances.
- e. **Right to Data Portability:** You have the right to receive your personal data in a structured, commonly used format and to transmit it to another data controller.
- f. **Right to Object:** You can object to the processing of your personal data, especially in cases where we process it based on legitimate interests.
- g. **Right to Withdraw Consent:** If we process your data based on consent, you may withdraw that consent at any time.

To exercise these rights, please contact us at info@itemis.com. We will respond to your request as soon as possible and no later than one month from receipt.

9. International Transfers

If your personal data is transferred outside of the European Economic Area (EEA), we will ensure that appropriate safeguards are in place, such as using standard contractual clauses approved by the European Commission or relying on other mechanisms that comply with GDPR.

10. Data Security

We take the protection of your personal data seriously and implement appropriate technical and organizational measures to safeguard it. However, no method of data transmission or storage is 100% secure, and while we strive to protect your personal data, we cannot guarantee its absolute security.

11. Cookies and Tracking Technologies

We use cookies and similar technologies **solely for technical purposes** necessary to ensure the proper functioning and security of the Service. These cookies are essential for enabling core features such as authentication, session management, and system stability. We **do not use cookies for analytics, advertising, or tracking users across websites**. As these cookies are strictly necessary for the operation of the Service, they do not require user consent under the applicable EU laws (e.g. ePrivacy Directive, GDPR).

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any updates will be posted on this page with the effective date indicated at the top.

13. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please

contact us at:

- **Email:** info@itemis.com
- **Postal Address:** itemis AG, Am Brambusch 15-24, 44536 Lünen, Germany
- **Phone:** +49 231 58693252