

# Privacy Policy

This is our privacy policy for all our apps and websites, as of October 2nd, 2019. By using our products:

- You agree that your information may be used according to the following policy,
- You agree that your information may be used according to the [Security Policy](#),
- You agree to the [Terms of Use](#) (for cloud products) or to the [End-User License Agreement](#) (for downloadable products),
- You agree that Atlassian is not responsible for the privacy, security or integrity of Vendor-Collected End User Data.

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## What information we collect

We mostly gather information through support cases. We also receive information from Atlassian through licenses ("Atlassian-collected end-user data"), Jira support issues, and from Google Analytics which we use our websites.

We host data created by users in our Cloud apps.

We don't gather any data when apps are installed by the customers on their own server, with the exception of the "feedback job" in Play SQL Base, explained in the table below.

## How we use information we collect

We use the information to:

- Provide the service,
- Provide support for the software,
- Explain features and develop engagement about the software,
- Balance the time we spend improving features which are used the most,
- We may use information in aggregated form (statistics, etc) for advertising,
- For accounting purpose, concerning billing information,
- For legal reasons, to protect the owner, the company, the software or when required by law.

This includes:

- Customers with a license are added to a mailing list to notify them about features of the product. They can unsubscribe from this mailing list.

## What data is collected?

### Data collected in the products

Atlassian defines:

- Atlassian-collected end-user data (basically, the license details)
- Vendor-collected end-user data, which we've split in 3 categories:
  - Data containing PII,
  - Other collected data, in normal usage (The free data that users create in the application - We only "collect" this data when you use Cloud products),
  - Data collected by the application when sending a support request (only for Requirement Yogi).

Atlassian is not responsible for the privacy, security or integrity of Vendor-Collected End User Data.

Mode	Product	Status	Framework	Atlassian-collected end-user data <sup>(1)</sup>	Vendor-collected end-user data <sup>(1)</sup>
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					Data containing PII <sup>(3)</sup>	Other collected data, in normal usage
Cloud	Requirement Yogi	Paid	Atlassian Connect using <a href="#">Atlassian's official ACSB</a> .	The license subscription information	None	Application data <sup>(2)</sup> (the requirements, page IDs, page titles, Jira issues)
Cloud	Requirement Yogi for Jira	Paid		The license subscription information	None	Application data <sup>(2)</sup> (the requirements text, page IDs, page titles, Jira issues)
Server / DC	Requirement Yogi	Paid	Atlassian P2 plugins	The license subscription information	None	None
Server / DC	Requirement Yogi for Jira	Free		None	None	None
Server / DC	RY Testing & Compliance	Paid		The license subscription information	None	None
DC	RY-Comala integration	Paid		The license subscription information	None	None
Server / DC	PSEA - Play SQL Export Add-on	Free		None	None	None
Server / DC	SEO Manager	Free		None	None	None
Server / DC	Play SQL Base	Free		None	None since 3.1.2 <sup>(4)</sup>	None
Server / DC	Play SQL Spreadsheets	Free		None	None since 3.1.2 <sup>(4)</sup>	None
Server / DC	Play SQL Forms	Free		None	None	None
Server / DC	ReqIF extension for Requirement Yogi	Free	None	None	None	

(1) As defined in [Atlassian Marketplace Publisher Agreement, section §8.4](#): Generally the company name, country, address, technical email, licensing email, reseller details, license number, etc.

(2) Free text may contain PII if users have entered any.

(3) PII: Personally identifiable information (user names, email, phone number, etc).

(4) There used to be a feedback job in Play SQL Base and Play SQL Spreadsheets. This feedback job was removed in version 3.1.2 ([see the history of this page](#)).

## What other data is collected?

- We have Google Analytics on some of our websites.
  - Google collects data about page views which is returned in a form that is not personally identifiable to us, notably aggregated by location, age, gender or demographic factors.
  - We do not engage in remarketing.
  - We have NOT enabled Advertising features in Google Analytics.
- We have mailing-lists, managed by MailChimp. Users can opt-in, out-out and manage their subscription by clicking on the link in emails.
- Users can get support through a Jira Cloud website, which is under [Atlassian's privacy policy](#).
- Users can get support by email, in which case we manage our emails through FastMail.

## How we share information we collect

Requirement Yogi is currently a sole-trader company (company type "[SASU](#)" in France) with:

- The founder, Adrien Ragot,
- If any employee or intern is hired, they sign a contract stating that they are strongly forbidden from leaking any information,
- Temporary contractors, hired for a specific time or project.

There are special situations where external people may have access to the data:

- In the situation where the company or one product is sold to a new owner: We sign a mutual NDA before the negotiation. Upon ownership transfer, the new owner takes responsibility for respecting or updating the current licenses and privacy policy.
- In the situation where someone illegally accesses our systems, we cannot provide control about your data,
- In the situation where we are compelled by law to provide this information, we cannot provide control about your data.

Here is what we allow:

Information	Founder	Employees under confidentiality agreement	Contractors	Accountant
Billing	Yes	No	No	Yes
Application Data	Yes	Yes	Yes	No
Web Analytics	Yes	Yes	No	No
Support	Yes	Yes	No	No

## How we host and transfer data internationally

### Security

Please see our [Security Policy](#).

### How long we keep information

We try to delete data as early as possible, except for backups which we keep a little longer.

<b>License information</b>	License information is provided to us by Atlassian every time we need it. If Atlassian starts limiting the history, then we will store it for up to 2 years, mainly for accounting purposes.
<b>User-created data in our Cloud apps</b>	We delete data from the active databases as soon as the addon is uninstalled. We keep a backup of customer data for up to 2 months.

### Our providers, where we keep information and how it is transferred internationally

Our products are generally hosted by Amazon AWS and Digital Ocean, except our website which is managed by OVH, France. The computers we use to create software and access your information are located in France.

Type	Product	Where it is hosted	Link	Data Processing Addendum
Cloud products	Requirement Yogi	Amazon AWS	<a href="https://aws.amazon.com/service-terms/">https://aws.amazon.com/service-terms/</a>	✔ Part 1.14 of their ToS
Web	Our website	OVH, France	<a href="https://www.ovh.com/fr/protection-donnees-personnelles/">https://www.ovh.com/fr/protection-donnees-personnelles/</a>	✔ Part 2 of their ToS
Mailing lists	All	MailChimp, USA	<a href="https://mailchimp.com/legal/privacy/">https://mailchimp.com/legal/privacy/</a>	✔ 2019-01-29 MailChimp DPA.pdf
Email	Fastmail	Fastmail, Australia / USA.	<a href="https://www.fastmail.com/help/our-service/security.html">https://www.fastmail.com/help/our-service/security.html</a>	✔ Part of their ToS
Documents	Encrypted backups of our administrative documents, invoices, work documents.	SpiderOak, USA	<a href="https://spideroak.support/hc/en-us/articles/360002173891-GDPR-and-SpiderOak">https://spideroak.support/hc/en-us/articles/360002173891-GDPR-and-SpiderOak</a>	✔ 2019-10-24 SpiderOak DPA.pdf
Desktop	Our computers, our company, etc.	Encrypted laptops, desktops and hard drives, France.	-	

We plan to use Amazon Web Services in the future for several of those services.

### How to access and control your information

You have a right to access the personal information we collect and correct it. Most of the processes are automated:

- Concerning the "feedback job" of Play SQL Spreadsheets, you can disable it in the "Privacy Policy" tab of your add-on,
- Concerning the data that is sent for support cases, you are notified and you can send an email manually to us,
- Concerning the free data that you create in the Cloud apps, you can edit it in the application.
- Concerning backups, our Cloud products contain a "Backup" page which can be used to export your data.

### Architecture and specific information for Requirement Yogi Cloud (Confluence and Jira)

Accurate on February 15th, 2022:

- The app is deployed on Amazon AWS,
- This app is integrated with Atlassian using the [Atlassian Connect Spring Boot](#) framework. It is not an Atlassian Forge product. It means, when the user interacts with Atlassian Confluence and Jira where the app is installed, Atlassian notifies the app of changes, the app downloads the relevant information, extracts the necessary information and stores it in AWS.
- The app is deployed in EC2 in the AWS Region eu-west-1 (Ireland),

- The data is stored in AWS RDS Aurora Postgres, **with encryption enabled**, in the same AWS Region.
- The network allowing access to the database is a private subnet, and there is no direct route from the worldwide internet to the database itself,
- The logs are stored in AWS CloudWatch using the default encryption,
- The change events are stored in AWS CloudTrail,
- Employees under confidentiality agreement can access the live data in the database, the live servers, and the backups.

This information is subject to change in case of architectural change: if we decide to migrate the app to another provider, or if we decide to change databases inside of AWS, or if we decide to add/remove availability zones, or if we decide of another architecture. In any case, we will ensure that the data is encrypted at rest.

The data that the app stores is subject to constant changes depending on features we develop. For the moment, the data is:

- The key and body of requirements,
- The keys and titles of Jira issues,
- The page IDs, and sometimes the page titles and page body, specifically if there is an error and the support might need to investigate,
- Data which the users create in the app, notably reports they create, transformation templates, etc.,
- The userKey associated with changes, which is an anonymized identifier provided to us by Atlassian,
- The clientKey, which is the key of the instance, and its URL,
- License information provided by Atlassian,
- We only retrieve information made accessible to us by Atlassian or edit information that Atlassian allows us to, and we don't recoup this information with other sources.

## Contact

If any process is not automated or you do not know how to exercise your rights, you may exercise them by contacting Adrien Ragot at:

<b>Email</b>	<a href="mailto:gdpr@r-yogi.com">gdpr@r-yogi.com</a>
<b>Mail</b>	Requirement Yogi - Responsable GDPR 535 route des Lucioles Les Aqueducs B3 06560 Sophia Antipolis France

## How we update this policy

We may update this policy without notice, for the purposes of being more specific, reflecting a new practice or complying to legal requirements.

Change log:

- February 15th, 2022: Added Amazon AWS and Requirement Yogi Cloud, and removed cloud products which have been shut down. Added a specific section for Requirement Yogi Cloud.
- October 2nd, 2019: Added SpiderOak for our backups; Reflected the removal of support-requests-through-the-app features.
- January 29th, 2019: Rewrite, to comply with Atlassian's request for updated policies, to have one policy for all products, to be specific on the location of your data, and to reflect up-to-date information.
- September 11th, 2015: Add sections "What data we have", "Who accesses the data", "How we keep our servers secure", "How you can opt out" - see page history.
- November 11th, 2013: Rewrite, to go from generic statements to specific ones.
- October 2nd, 2013: Original version.

## Application

Our Privacy Policy applies to all of the websites and software offered by us. It excludes services offered by Atlassian or any other provider.

When we receive formal written complaints, we contact the person who made the complaint to follow up. In case of dispute, we seek the best amicable resolution. We may work with appropriate regulatory authorities to resolve complaints. The privacy policy is governed by the laws of France, and, subject to the following sentence, in case of dispute, the parties irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Lyon, France.