



Privacy Policy

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# PRIVACY POLICY

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DUCKSIFY SA, CHEMIN DE LA JOLIETTE 10, 1009 PULLY

VERSION 1.0, MAY 2022

This privacy policy ("Privacy Policy") governs how and why we might collect, store, use, and/or share ("process") your information when you use our services ("Services") provided by Ducksify SA, Chemin de la Joliette 10, 1009 Pully, Switzerland ("Ducksify").

This Privacy Policy is relevant in these cases, such as when you:

- Download and use our web site, or any other service or application of ours that links to this Privacy Policy
- Engage with us in other related ways, including any sales, marketing, or events

Reading this Privacy Policy will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at [info@ducksify.com](mailto:info@ducksify.com).

## SUMMARY OF KEY POINTS

This summary provides key points from our Privacy Policy, but you can find out more details about any of these topics by clicking the link following each key point or by using our table of contents below to find the section you are looking for. You can also [click here](#) to go directly to our table of contents.

*What personal information do we process?* When you visit, use, or navigate our Services, we may process personal information depending on how you interact with Ducksify and the Services, the choices you make, and the products and features you use. [Click here](#) to learn more.

*Do we process any sensitive personal information?* We do not process sensitive personal information.

*Do you receive any information from third parties?* We do not receive any information from third parties.

*How do you process my information?* We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so. [Click here](#) to learn more.

*In what situations and with which parties do we share personal information?* We may share information in specific situations and with specific third parties. [Click here](#) to learn more.

*How do we keep your information safe?* We have organizational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. [Click here](#) to learn more.

*What are your rights?* Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information. [Click here](#) to learn more.

*How do I exercise my rights?* The easiest way to exercise your rights is by filling out our data subject request form available [here](#), or by contacting us. We will consider and act upon any request in accordance with applicable data protection laws.

Want to learn more about what Ducksify does with any information we collect? [Click here](#) to review the Privacy Policy in full.

# WHAT INFORMATION DO WE COLLECT?

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Personal information you disclose to us

*In Short:* We may collect personal information that you provide to us.

We may collect personal information that you voluntarily provide to us when you interact with Ducksify and the Services register on the Services, express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

## Personal Information Provided by You

The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include the following:

- names
- email addresses
- contact data
- authentication data (where applicable)

## Sensitive Information

We do not process sensitive information.

## Payment Data

No Service has been designed to process Payment Data.

## Information automatically collected

*In Short:* Some information – such as your Internet Protocol (IP) address and/or browser and device characteristics – is collected automatically when you visit our Services.

We automatically collect certain information when you visit, use, or navigate the Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services, and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

The information we collect includes:

- **Log and Usage Data.** Log and usage data is service-related, diagnostic, usage, and performance information our servers automatically collect when you access or use our Services and which we record in log files. Depending on how you interact with us, this log data may include your IP address, device information, browser type, and settings and information about your activity in the Services (such as the date/time stamps associated with your usage, pages and files viewed, searches, and other actions you take such as which features you use), device event information (such as system activity, error reports (sometimes called “crash dumps”), and hardware settings).
- **Device Data.** We collect device data such as information about your device you use to access the Services. Depending on the device used, this device data may include information such as your IP address (or proxy server), device and application identification numbers, location, browser type, hardware model, Internet service provider and/or mobile carrier, operating system, and system configuration information.

# HOW DO WE PROCESS YOUR INFORMATION?

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*In Short:* We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- To facilitate account creation and authentication and otherwise manage user accounts. We may process your information so you can create and log in to your account, as well as keep your account in working order.

# WHAT LEGAL BASES DO WE RELY ON TO PROCESS YOUR INFORMATION?

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*In Short:* We only process your personal information when we believe it is necessary and we have a valid legal reason (i.e., legal basis) to do so under applicable law, like with your consent, to comply with laws, to provide you with services to enter into or fulfill our contractual obligations, to protect your rights, or to fulfill our legitimate business interests.

If you are located in the EU or UK, this section applies to you.

The General Data Protection Regulation (GDPR) and UK GDPR require us to explain the valid legal bases we rely on in order to process your personal information. As such, we may rely on the following legal bases to process your personal information:

- **Consent.** We may process your information if you have given us permission (i.e., consent) to use your personal information for a specific purpose. You can withdraw your consent at any time. [Click here to learn more.](#)
- **Legal Obligations.** We may process your information where we believe it is necessary for compliance with our legal obligations, such as to cooperate with a law enforcement body or regulatory agency, exercise or defend our legal rights, or disclose your information as evidence in litigation in which we are involved.
- **Vital Interests.** We may process your information where we believe it is necessary to protect your vital interests or the vital interests of a third party, such as situations involving potential threats to the safety of any person.

# WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

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Ducksify uses certain sub-processors in the general running of its business and to assist it in providing its services to its clients. A sub-processor is a third-party service provider or data processor engaged by Ducksify, who has or potentially will have access to or process personal data. Ducksify engages different types of sub-processors to perform various functions. The latest version of the list of sub-processors can be found at <https://ducksify.com/pdf/ducksify-dpa-sub-processors-list.pdf>.

# IS YOUR INFORMATION TRANSFERRED INTERNATIONALLY?

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*In Short:* We may transfer, store, and process your information in countries other than your own.

Our Services are located in create sub processor document, link here ALL VULTR + ALL EXOSCALE + AWS + AKAMAI + Office365 Austria, Switzerland, France, Germany, and United States. If you are accessing our Services from outside European Economic Area (EEA) or United Kingdom (UK), please be aware that your information may be transferred to, stored, and processed by us in our facilities and by those third parties with whom we may share your personal information (see “WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?” above), in Switzerland, United States, United Kingdom, France, and other countries.

If you are a resident in the European Economic Area (EEA) or United Kingdom (UK), then these countries may not necessarily have data protection laws or other similar laws as comprehensive as those in your country. However, we will take all necessary measures to protect your personal information in accordance with this Privacy Policy and applicable law.

European Commission’s Standard Contractual Clauses:

We have implemented measures to protect your personal information, including by using the European Commission’s Standard Contractual Clauses for transfers of personal information between our group companies and between us and our third-party providers. These clauses require all recipients to protect all personal information that they process originating from the EEA or UK in accordance with European data protection laws and regulations. Our Data Processing Agreements that include Standard Contractual Clauses are available here: <https://ducksify.com/terms>. We have implemented similar appropriate safeguards with our third-party service providers and partners and further details can be provided upon request.

# HOW LONG DO WE KEEP YOUR INFORMATION?

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*In Short:* We keep your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this Privacy Policy will require us keeping your personal information for longer than fourteen (14) days past the termination of the contract for the Services.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

# HOW DO WE KEEP YOUR INFORMATION SAFE?

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*In Short:* We aim to protect your personal information through a system of organizational and technical security measures.

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

# DO WE COLLECT INFORMATION FROM MINORS?

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*In Short:* We do not knowingly collect data from or market to children under 18 years of age.

We do not knowingly solicit data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at [dpo@ducksify.com](mailto:dpo@ducksify.com).

# WHAT ARE YOUR PRIVACY RIGHTS?

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*In Short:* In some regions, such as the European Economic Area (EEA) and United Kingdom (UK), you have rights that allow you greater access to and control over your personal information. You may review, change, or terminate your personal data collected at any time.

In some regions (like the EEA and UK), you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information. You can make such a request by contacting us by using the contact details provided in the section “HOW CAN YOU CONTACT US ABOUT THIS NOTICE?” below.

We will consider and act upon any request in accordance with applicable data protection laws.

If you are located in the EEA or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here: [https://ec.europa.eu/justice/data-protection/bodies/authorities/index\\_en.htm](https://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm).

If you are located in Switzerland, the contact details for the data protection authorities are available here: <https://www.edoeb.admin.ch/edoeb/en/home.html>.

**Withdrawing your consent:** If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us by using the contact details provided in the section “HOW CAN YOU CONTACT US ABOUT THIS PRIVACY POLICY?” below.

However, please note that this will not affect the lawfulness of the processing before its withdrawal, nor when applicable law allows, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

About Account Information and personal data collected, refer to list of data collected as stated in section “Personal Information Provided by You”.

If you would at any time like to review or change the information in your account or terminate your account, you can:

- Where it applies, log in to your account settings and update your user account.
- Contact us using the contact information provided.

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms and/or comply with applicable legal requirements.

If you have questions or comments about your privacy rights, you may email us at [dpo@ducksify.com](mailto:dpo@ducksify.com).

# DO WE MAKE UPDATES TO THIS PRIVACY POLICY?

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*In Short:* Yes, we will update this Privacy Policy as necessary to stay compliant with relevant laws.

We may update this Privacy Policy from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes to this Privacy Policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this Privacy Policy frequently to be informed of how we are protecting your information.

# HOW CAN YOU CONTACT US ABOUT THIS PRIVACY POLICY?

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If you have questions or comments about this Privacy Policy, you may contact our Data Protection Officer (DPO), Jan Stenvall, by email at [jstenvall@ducksify.com](mailto:jstenvall@ducksify.com), by phone at +41 76 231 14 54, or by post to:

Ducksify SA  
Jan Stenvall  
Chemin de la Joliette 10  
1009 Pully  
Switzerland

# HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

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Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please submit a request form by clicking [here](#). [dpo@ducksify.com](mailto:dpo@ducksify.com)

NOTICE AND DISCLAIMER: This document is subject to change at any time. Revised: May 9, 2022.



Ducksify SA

Contact : [contact@ducksify.com](mailto:contact@ducksify.com)