

# Privacy statement

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## 1 Introduction

The service provided by Zivver, with its registered office in Amsterdam and registered with the Dutch Chamber of Commerce under number 62937057, allows you to share information in a secure and user-friendly manner. In order to offer our service (the "Service") we process personal data.

A proper handling of the personal data is of paramount importance to Zivver, which is why we process and secure the personal data carefully. Our methods are audited by third parties.

In this privacy statement, we explain what personal data we gather and use, for what purposes, and based on what legal grounds. We recommend to closely read this privacy statement, as it applies to all Zivver users. The Service is not intended for users who are not yet at the age of 18.

## 2 Information about the Zivver procedures

### 2.1 *The Service*

#### 2.1.1 Business accounts

Zivver delivers the Service to organizations. In this situation, Zivver is the processor. The organization Zivver delivers the Service to, becomes the data controller.

If you have a Zivver account from your organization, you or your organization has provided the following information:

- First and last name\*
- Email address\*
- Profile picture
- Phone number
- Preferred language
- Notification preferences
- Email signature
- IP address
- Organization
- Account ID

\* required to complete the registration, as an account cannot be created without this information.

During the use of the Service, Zivver processes the following data on behalf of your organization:

- Date and time of the messages sent and received (provided that these were sent through Zivver)
- Sender and recipient email address of the relevant messages
- Subjects of the messages sent and received
- Content of the sent messages and the attachments (sent messages are encrypted and can never be viewed by Zivver)

#### 2.1.2 Personal accounts



If you have created a personal Zivver account, Zivver is the data controller.

For the creation of a Zivver account, you have provided the following data:

- First and last name\*
- Email address\*
- Profile picture
- Phone number
- Preferred language
- Notification preferences
- Email signature
- IP address
- Account ID

\* required to complete the registration, as an account cannot be created without this information.

During the use of the Zivver service, Zivver processes the following data:

- Date and time of the messages sent and received (provided that these were sent through Zivver)
- Sender and recipient email address of the relevant messages
- Subject of the messages sent and received
- Content of the sent messages and the attachments (sent messages are encrypted and can never be viewed by Zivver)

#### 2.1.3 Guest-user accounts

If you receive a message from a Zivver user, a guest-user account is created from which you can securely view your received message. To do this, we process a minimal amount of your personal data.

- First and last name
- Email address
- Phone number (if used for two-factor authentication)
- IP address
- Account ID
- Date and time of the messages sent and received (provided that these were sent through Zivver)
- Sender and recipient email address of the relevant messages; and/or
- Subject of the messages sent and received; and/or
- Content of the sent messages and the attachments (sent messages are encrypted and can never be viewed by Zivver).

#### 2.1.4 Cookies in the Web App

For the Zivver Web App to function properly, (the use of) cookies is required.

If you use Zivver, we automatically store your IP address in our web server's log files. This is required to properly secure the Service and its proper functioning. We never use your IP address to follow and register your online behavior.

If the processing of this data is not allowed (anymore), you unfortunately cannot use our Service (anymore).

#### 2.1.5 Chrome Extension for Gmail



Zivver's use of information received from Google Restricted scopes APIs will adhere to [Google's Limited Use requirements](#).

#### 2.1.6 Zivver Meet

In the event that, as part of the Service, you or your Organization makes use of Zivver Meet, Zivver will process the following personal data (next to the data identified above):

- Names provided by conference participants
- Date and time of video conferences
- Content of (private) chat messages (these messages are encrypted and can never be viewed by Zivver)
- Video and audio streams (video and audio streams are encrypted and can never be viewed by Zivver)
- Content of text editor (content of text editor is encrypted, will not be stored and can never be viewed by Zivver)
- Organization ID (if applicable)
- RoomID (if applicable)
- Recording of video calls (if applicable)
- Feedback left by participants (if applicable)

#### 2.1.6 Zivver Sign

In the event that, as part of the Service, you or your Organization makes use of Zivver Sign, Zivver will process (next to the data identified above) digital signatures.

#### 2.1.7 Support and user feedback

If the user requests support in the use of Zivver, Zivver will process the following personal data:

- First and last name
- Email address
- Phone number
- Position
- Organization

If users provide additional feedback (for example, submitting a feature request) or volunteer responses to user research (for example, completing an online survey), this information is processed anonymously;

- analyzed and stored exclusively for the purposes for which it was provided;
- summarized or quoted in such a way that responses cannot be linked back to individual users or their organizations;
- shared only within Zivver.

Participants in user interviews or other research initiatives are informed about how their data is handled and asked for consent up front. They can at all times refuse to answer individual questions or withdraw from participating altogether, without adverse consequences.

#### 2.1.8 Purposes and principles of the *Zivver Service*

Zivver processes the aforementioned personal data for the following purposes:

- Having users of the Service log in and verify/authenticate their identity;



- Sending and delivering messages and files through the Service;
- Informing users of the decryption of messages;
- Communication between Zivver and users;
- Delivering support with regard to the Service;
- Improving the user experience of the Service based on feedback and testing; and/or
- Logging, monitoring, and auditing of the Service.

Zivver processes these personal data because you or your organization has concluded an agreement with us and because Zivver has legitimate interest to do this on the grounds of the functioning of the Service. Naturally, this interest is continuously and carefully balanced against your privacy interest.

#### 2.1.9 Storage period

Zivver stores the personal data for as long as required and with observance of the applicable rules and regulations.

Upon termination of a Zivver account, all your profile data is deleted, including the name, phone number, and possible profile picture.

The messages and attachments are stored until:

- the sender has revoked the specific message; or
- the sender and recipient have deleted the message.

The support data are stored for a period of two years after completion of the support request.

The above does not apply if we are obliged to store your data on the grounds of a legal obligation or justified business interest for Zivver (such as defense against a legal claim).

## 2.2 Website

You can find several forms on our website, such as the contact form and the download form. The data you provide through these forms are included in our Customer Relations Management (CRM) system. If you are no Zivver client, your data will not be stored for more than two years after the last moment of contact.

The forms on our website serve, among others, the following purposes:

- sending you the requested content (such as white papers, blogs);
- answering your request for contact;
- sending you a quotation; and/or
- planning a demo.

Because you file a request with us through filling out the forms, the grounds for the processing mentioned above is an agreement.

Additionally, you can subscribe to our newsletter on our website. When subscribing to our newsletter, you grant us permission for the processing of your personal data as part of the sending of the newsletter. Every newsletter you receive from us also contains the option to unsubscribe.

The Data in our Customer Relations Management (CRM) system is processed in the United States. Until recently the appropriate level of legal protection was guaranteed by the Privacy Shield of our data processor. On July 16, 2020 the Privacy Shield was declared invalid by the European Court of Justice. Zivver is in consultation with external experts to determine the correct follow up steps.



For more information about cookies on the website, we refer to our [Cookie Statement](#).

### 2.3 *Job Applications*

If you apply for a job at Zivver, we will process your personal data for the application process. This concerns the data you provide and possible notes based on application interviews. These data are solely shared with the persons involved with the application process and will be deleted within four weeks after the process was ended.

With your permission, we can store your personal data in our talent pool. This means your data will be stored for a maximum of one year.

### 2.4 *(Potential) Clients*

For (potential) clients, limited personal data of our contacts is processed. These data contain contact data and payment data. Zivver processes these data because it has justified interest to do so. The data is deleted if Zivver no longer requires it and does not have a legal obligation to store the data.

### 2.5 *Testimonials*

Your name will only be posted with your testimonial with your permission. If you want to adjust or delete your testimonial, you can contact us via [support@zivver.com](mailto:support@zivver.com).

## 3 How Zivver shares information

We only share the data you provide us with other parties when this is necessary as part of the Service, the execution of the agreement we have with you or your organization, and/or when such transfer of data is required by law.

Data that is processed in our CRM system is stored in the United States of America. This solely contains information about (potential) Zivver clients and does not entail user information. The transfer of personal data happens under the protection the EU-U.S. Privacy Shield Frameworks.

## 4 How you can keep control of your information

### 4.1 *Your privacy rights*

#### 4.1.1 Your privacy rights with regard to a personal account or at your request

If you have a personal Zivver account or receive the requested information from Zivver, you can exercise your rights as follows:

- In your account, you can:
  - change your personal data; and/or
  - have your account deleted (and, as a result, your personal data along with it).

Such changes to or termination of your account are effective immediately.

- By contacting [support@zivver.com](mailto:support@zivver.com), you can:
  - request information about your personal data that we have stored (we will inform you of the personal data we process);
  - object against the processing of your personal data, on the grounds that we cannot prevent that third parties send emails to your email address;
  - request a limitation of the processing of your data; and/or



- o have your data exported (we will send you a copy of the personal data we keep).

We shall respond to your request within one month. We can request you to verify your identity before we execute your request. If your request is difficult to process, we may need more time to adhere to your request and can therefore postpone the execution of your request.

For help with requests, please contact [support@zivver.com](mailto:support@zivver.com).

#### 4.1.2 Your privacy rights with regard to your business account (under the responsibility of an organization)

For requests regarding business accounts that fall under the responsibility of an organization, you have to contact your organization. As processor, Zivver only handles requests on the explicit instruction of the data controller.

If your personal data are incorrect, ask your organization to have the data changed or deleted. If complete deletion is impossible due to technical reasons, we or your organization will ensure that these data are disconnected from your account.

#### 4.1.3 Do Not Track requests

Your web browser could offer the possibility to file a Do Not Track request via your browser. Given that our Service does not function optimally without the functionalities we have installed, we will not accept such requests.

### 4.2. *Security and certificates*

We have taken appropriate technical and organizational measures to secure your personal data against loss or other forms of illegitimate processing. Zivver has an elaborate information security program and is [ISO27001](#) and [NEN7510](#) certified. Elaborate information about our data security can be found on our [Security Page](#).

Additionally, Zivver annually has an independent third party verify whether it meets the GDPR requirements. Zivver receives the [Privacy Verified Certificate](#) for this.

### 4.3 *Contact information*

Do you have a question or a request? Please contact your organization or Zivver. Send an email to [support@zivver.com](mailto:support@zivver.com) or call +3185 0160 555.

### 4.4 *Data Protection Officer (DPO)*

We have appointed a data protection officer. You can contact the data protection officer via [dpo@zivver.com](mailto:dpo@zivver.com).

### 4.5 *Data Protection Authority (DPA)*

Should you be of the opinion that we do not (fully) adhere to the GDPR with regard to the processing of your personal data, you as concerned party have the right to file a complaint with the Data Protection Authority. The Dutch DPA can be reached from Monday to Friday, from 09:00 until 17:00, on +3188 1805 250 and +31900 2001 201.

## 5. Revision of this privacy statement



We reserve the right to amend this privacy statement. If we amend this privacy statement, we will inform you on our website and through our newsletter. We recommend frequently consulting this privacy statement, so that you are up to date with any possible changes.