

Privacy Policy

Introduction

At Jetstack Ltd we take your privacy very seriously and are committed to protecting and respecting your privacy and rights. This privacy policy has been prepared in line with the Data Protection Act 2018 and the EU's General Data Protection Regulation (GDPR) which took effect in May 2018.

This policy is designed to illustrate the fairness and transparency that we at Jetstack will endeavour to provide to any individuals with respect to their personal data.

By visiting this site you are accepting and consenting to the practices described in this policy.

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The information we collect and why

We collect information from you and your computer when you visit our Website. We collect both personally identifiable and non-personally identifiable information. We also collect information from you when you request support or make enquiries about our products or services. Jetstack Ltd owns all information we collect from our users.

We may ask you to provide us with personally identifiable information at various points while you use our Website, such as when you enquire about products or services from us. Examples of the types of information we may collect include: your full name, job title, company name and address, phone or fax number, e-mail address, and interest areas and preferences. Jetstack owns all information we collect on this Website.

We may use the personally identifiable information you provide about yourself to fulfil your requests for products and services, to contact you about your account, to complete and support your activities, to respond to your enquiries about our offerings, and to customize the content of our Website. We may use your e-mail address and other personally identifiable information to send you service notifications about your account, about the services you currently use, if any, and concerning changes to our Privacy Policy or other legal or policy matters. If you have given us permission, we may use your e-mail address and other personally identifiable information to provide you with information about products and services we believe may be of interest to you.

We also collect non-personally identifiable information, including information about the way in which our Website is used. This non-personally identifiable information includes information stored in the log files for our Web site or any analytics services we might use. We may use this information to improve and tailor the content of our Website.

What data is/can be shared with third-parties and why?

If you do not consent to share your personal information with third party organizations, please email privacy@jetstack.io



When you visit our Website, we may share anonymous, statistical information about you with third parties, including our vendors, customers, potential customers, and corporate partners. We do not link this statistical information to your personally identifiable information, or to any identifiable individual.

We may contract with other companies in order to provide some of the services we offer to visitors to our Website. If we do so, we will share your name and personally identifiable information with these companies to the extent necessary to provide you with the service you have requested, and we require that other companies treat your information in a manner consistent with this Privacy Policy.

In addition, we may partner with other companies to provide you with third party products and services. When you sign up for these services, we will share your name and any other personally identifiable information you expressly provide to such third parties in order to provide their products or services to you.

Please note that this Privacy Policy does not cover our partners' use of your information, so we encourage you to read a partner's privacy policy before signing up for any of its products or services.

Sharing data outside the EEA

The internet is a global environment. The data that we collect from you may be transferred to, and stored at, international destinations, including destinations outside the European Economic Area ("EEA"). It may also be processed by international staff or data processors outside this area, who may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. Jetstack will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

If you do not consent to this transfer, storing or processing of your personal information please email privacy@jetstack.io indicating your wishes.



How do we keep your data safe?

We take measures to protect the security of all personally identifiable information we possess and collect. These measures include:

- Encrypting sensitive information during transmission,
- Limiting the number of our employees who have access to personally identifiable information,
- Requiring employees with access to personally identifiable information to take appropriate measure to safeguard it
- Storing your information in secure places that are protected using standard security technologies

If you have questions about the security of your information, you can send them to privacy@jetstack.io.

Changes to this policy

While we do not intend to change any of the core principles which guide our privacy practices, it is likely that we will need to change specific details in this Privacy Policy as our business and products evolve. If we decide to make material changes to this policy, we will provide advance notice by posting changes on our Website 30 days prior to implementation.

GDPR - Know your rights

Jetstack respects your right to privacy. We ensure all data is managed lawfully, fairly and transparently. You have a right to be informed and forgotten and can email us at privacy@jetstack.io to request your personal data or any information related to privacy and GDPR.

For more information regarding your GDPR rights please visit: <https://gdpr-info.eu/> and review Chapter 3 - Rights of the data subject

Schrems II

The Schrems II ruling states that Jetstack as 'data controllers' need to assess if any third-party company has adequate protection processes in place to align with GDPR requirements specifically with regards to transferring data outside the EEA. If the third-party company in question does not have adequate processes then Jetstack has a duty of care to identify and adopt supplementary measures to ensure adequate protection/processing.

As Jetstack is owned by Venafi Inc. ("Venafi") the Schrems II ruling is relevant to the way Jetstack processes personal data. Jetstack rarely shares an individual's personal data with



Venafi. However, there are some occasions where your data might be accessible to Venafi. As a result, we have assessed Venafi's alignment to GDPR practices and can report that Venafi does follow GDPR processes and complies with GDPR requirements. As an international company Venafi respects the rights of all individuals residing inside the EU. For more information, please review Venafi's privacy policy at <https://www.venafi.com/privacy>

Cookies

A cookie is a small text file stored on a computer that contains information associated with that computer. Our Website uses cookies for several purposes, such as maintaining your login state, gathering data to improve the content of our Website, providing you with information tailored to your interests, customizing the content of our Website, and improving the security of your use of our Website. Login cookies are linked to your email address.

You can instruct your browser to stop accepting cookies from any Website you visit. If you do so, you will be unable to use your browser to change or remove information about yourself from our Website; you will be unable to download Jetstack software; and you will be unable to view some information on our Website. Likewise, some of the features designed to enhance your experience of our Website will not work, including our ability to display content customized to the preferences you have specified. You should, however, be able to access most parts of our sites that are available to the general public.

Contact Information

We are Jetstack Ltd and our address is 9th Floor, 107 Cheapside, London, EC2V 6DN.

If you have any questions regarding this policy or if you wish to request any information regarding the processing of personal data please contact us: privacy@jetstack.io

In addition if you have any questions regarding the privacy policy for Venafi Inc. then please review <https://www.venafi.com/privacy>. If you wish to contact someone at Venafi for any clarification please email privacy@venafi.com