<u>Performance Objectives: Charts for Jira (https://performance-objectives.com/)</u>

Powerful reporting app for Jira dashboards

COOKIE AND PRIVACY POLICY

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Effective from: 24.Apr.2018

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SECTION I. INTRODUCTION

DevAcrobats Ltd (formerly Nara Syst Ltd.) is a software company established in 2005 and specialized in front-end JavaScript development and Atlassian apps development.

Performance Objectives: Charts & Reports for Jira Dashboards app is a powerful tool for KPI, SLA and OKR reporting; objective recognition of personal and team goals; chart and pivot time tracking, developed by DevAcrobats Ltd. The app is compatible with Jira Service Management and Jira Software.

This Cookie and Privacy Policy applies where DevAcrobats Ltd. processes personal data and acts as a data controller. In this Policy 'us', 'we' and 'our' refer to DevAcrobats Ltd.

If you interact with us through one or more of the following channels, please carefully read our cookie and privacy tices for your applicable cases:

- SECTION II applies to customers and users of *Performance Objectives: Charts & Reports for Jira Dashboards.*
- SECTION III applies to visitors of the Atlassian Marketplace webpage
 https://marketplace.atlassian.com/apps/1218655/performance-objectives-charts-reports
 (https://marketplace.atlassian.com/apps/1218655/performance-objectives-charts-reports).
- SECTION IV applies to our website visitors at https://performance-objectives.com/ (https://performance-objectives.com/</a
- SECTION V applies to any case when you contact us by e-mail, phone, by post and/or by raising a ticket in our Service Management System.
- SECTION VI informs you about your rights as a data subject, our policy towards persons under 18 years of age and our contact details.
- SECTION VII is about our Policy updates.

SECTION II. PERFORMANCE OBJECTIVES: CHARTS & REPORTS FOR JIRA DASHBOARDS app

This section applies to customers and users of *Performance Objectives: Charts & Reports for Jira Dashboards* app.

II.1 What types of data we collect:

- 1. We collect usage statistics for the app (for both downloadable and Cloud versions). **No Jira instances data and no personal data is collected through these usage statistics.**
- 2. When you install for a free trail or purchase *Performance Objectives: Charts & Reports for Jira Dashboards* app (for Cloud, Server or Data Center), we get access to your personal data associated with your Atlassian product license, such as: name, e-mail address, technical and billing contacts, license type and status, ID (SEN), hosting type and sale channel.
- 3. We may receive your personal data (for example your e-mail and name) when you raise a ticket in our Service Management System.
- 4. We may receive your personal data if you write an e-mail directly to us.

- 5. When you use the Cloud version of *Performance Objectives: Charts & Reports for Jira Dashboards* app, the Cloud app servers generate log files to help us operate. The log files include internet protocol, IP addresses, browser type, operating system and the app URLs accessed during the app usage.
- 6. After you have contacted us for support, we may ask you to send us some additional information during our support service, for example screenshots with the app configuration. We use this data only for the purpose of providing high quality support to our customers and not for any other purposes.
- 7. Please note that we do not collect and process any sensitive personal data which may reveal racial or ethnic origin, financial position, political, religious or philosophical beliefs, membership in trade unions or other organizations, clubs, etc., genetic and biometric data, health status, sex life, sexual orientation, debit or credit card details of our users.

Sensitive personal data might be exposed to us only in cases when you (or your organization or employer) send it to us (intentionally or accidentally) by email or by raising a ticket in the Service Management System of DevAcrobats Ltd., though our Customer Support does not require receiving any of it.

If we become aware of any sensitive personal data we have received, we will take the necessary action to delete it. Please let us know at office@devacrobats.com if you find such a case.

II.2 Legal bases and purposes of collecting personal data:

By installing for a free trial or purchasing our app *Performance Objectives: Charts & Reports for Jira Dashboards*, you accept this Policy and enter into a contractual agreement with us through Atlassian Pty (we act as a third-party vendor for Atlassian), which gives us legal bases to process your personal data.

The legal bases for processing your personal data are:

• our legitimate interests, namely the proper administration of our business, including monitoring and improving our websites, services and products; the protection and assertion of our legal rights, your legal rights and the legal rights of others.

- when such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.
- your consent.

Purposes of collecting information: to communicate with you, to provide you with support, to receive feedback.

II.3 How we use personal data:

- 1. To perform our duties and normal activities to develop new functionalities, to provide you with support, to improve and upgrade our app.
- 2. We may use your contact details to send you more information about our app and similar DevAcrobats Ltd. products and services that may be relevant to you, including information about new features, advice how to get the most out of our app during trial, reminders to renew your license and similar.
- 3. To fulfill our legal obligations when applicable.
- 4. If you share with us your opinion as a satisfied user of our app or tell us about your interesting use case, we may use it in order to promote our products/services (e.g., describe it in our blogs or other pages of our websites, in a newsletter and similar). Only after your explicit consent we may publish your name and organization.

Please note that when you post a review of our app on <u>Performance Objectives</u>: <u>Charts & Reports for Jira Dashboards</u> <u>Atlassian Marketplace (https://marketplace.atlassian.com/apps/1218655/performance-objectives-charts-reports? hosting=cloud&tab=overview)</u> we have no control over the information and personal data you may provide there.

II.4 How we store and secure data:

Overview

DevAcrobats Ltd. is committed to protecting the personal data of its customers and users. We work hard to maintain physical, electronic and procedural safeguards to protect your information in accordance with applicable data protection requirements. However, we draw special attention to the fact that there are risks in the provision of personal

information, whether this information is provided in person, by telephone, online or other media or terminal. So far, there is no system or technology that is completely safe and protected from "hackers". We have made every effort and have provided appropriate measures to prevent and minimize the risks of unauthorized access, misuse and inaccuracy of personal information.

II.4.1 How we store personal data:

Heroku Cloud Platform (https://heroku.com/) used as PaaS (Platform As a Service).

Google Drive account, owned by DevAcrobats Ltd.

II.4.2 How we secure data:

People and Access

DevAcrobats Ltd. team accesses Heroku data only for purposes of application health monitoring, system and application maintenance and troubleshooting and only authorized DevAcrobats employees have access to it.

Vulnerability Management

DevAcrobats has established process to review any reported vulnerabilities and act on them. Security team attempt to release hotfix within 4 weeks of critical vulnerabilities identification. In addition, Atlassian team gets notified immediately after identification of any vulnerability.

Backups

DevAcrobats database backups are made on 24h and include only Atlassian Connect application registration information. All backup data is stored in Heroku and Google Drive.

Disaster Recovery

DevAcrobats team has integrated system of constant monitoring that proactively identifies outages. In addition any issues with the app can be reported under <u>Support System</u>

(https://narasyst.atlassian.net/servicedesk/customer/portal/1) that will notify immediately our support team.

Operations team attempts to restore system back to normal within time frames defined under Service Level

Agreement (SLA) (https://performance-objectives.com/service-level-agreement-sla/) by restoring data backups or rollback of recent release.

Data Recovery

DevAcrobats stores only license app registration details and on data loss, corruption, DevAcrobats support team can extract and restore from backup history particular registration records within time frames defined under <u>Service Level Agreement (SLA) (https://performance-objectives.com/service-level-agreement-sla/)</u>.

II.4.3 For how long we store personal data:

DevAcrobats stores your personal data (company name, name and contact details, support requests submissions, etc.) for the whole period of your subscription (trial) plus 2 years after expiration of license/trial, or for a longer period if required by law.

II.4.4. Sharing personal data with third parties:

In our normal activity, we do not share your personal data with third parties.

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

- If necessary to comply with the law or it is requested by the authorities.
- If necessary to protect our company and its good name in legal disputes and claims.

- In case of sale, merger, acquisition, reorganization of our company, in which cases a third party may gain access to your personal data.

We do not sell your personal data.

SECTION III. The Atlassian Marketplace webpage of *Performance Objectives: Charts & Reports for Jira Dashboards* app.

This section applies to the app listing page on the Atlassian Marketplace: https://marketplace.atlassian.com/apps/1218655/performance-objectives-charts-reports). The website https://marketplace.atlassian.com/apps/1218655/performance-objectives-charts-reports). The website https://marketplace.atlassian.com/apps/1218655/performance-objectives-charts-reports). The website https://www.atlassian.com/legal/privacy-policy).

III.1 Site usage data gathered by cookies.

We receive site usage data from Atlassian through our Google Analytics tracking ID configured in our Marketplace Vendor account.

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google's privacy policy is available here: https://policies.google.com/privacy (https://policies.google.com/privacy).

We have enabled Google Analytics to collect data about the app listing page traffic.

We have enabled the following Google Analytics Advertising features:

- Data Collection for Advertising Features
- Data collection for Advertising Reporting features

– Data collection for Display and Search Remarketing. This includes data from Google's signed-in users who have chosen to enable Google to associate their web and app browsing history with their Google account, and to use such information from their Google account to personalize ads. Google Analytics temporarily joins these identifiers to our Google Analytics data in order to support our audiences.

Advertising Reporting Features help us better understand our visitors.

Ads Personalization feature means we may export our Google Analytics audiences and conversions to our linked Ads account for the purpose of delivering relevant, personalized experiences to our visitors.

We only collect general website visit data to show ads to our visitors.

We do not use User-ID feature.

We do not use Demographics and Interest Reports and In-Page Analytics.

We do not identify users or facilitate the merging of personally identifiable information with non-personally identifiable information collected through any Google advertising product or feature.

We do not attempt to disaggregate data that Google reports in aggregate.

We do not give consent to Google to share our remarketing lists to third parties, including other advertisers. Google may share this data to meet any applicable law, regulation, legal process, or enforceable governmental request.

To provide website visitors the ability to prevent their data from being used by Google Analytics, Google have developed the Google Analytics opt-out browser add-on for websites using the supported version of Google Analytics JavaScript (analytics.js, gtag.js). You can use the Google Analytics cookie opt-out option at the following address:

https://tools.google.com/dlpage/gaoptout/ (https://tools.google.com/dlpage/gaoptout/). You can download and install the Add-on on your browser, following the steps described for opting out of Google Analytics cookies, which will essentially block the functionality of Google Analytics cookies.

We use Google Ads as a service provider to help us improve the relevance of our marketing campaigns. Information about how Google uses cookies is available here: https://policies.google.com/technologies/ads (https://policies.google.com/technologies/ads).

You can opt out of Google's use of cookies or device identifiers by visiting Google's Ads Settings: https://adssettings.google.com/ (https://adssettings.google.com/).

III.2 You can manage how we use cookies.

All browsers allow the management of cookies from a specially created folder on your browser. You can block the receipt of cookies, delete all or part of them or set your cookie preferences before visiting this webpage. Please note that deleting or blocking cookies may have negative effect on the usability of this webpage.

Here you can find more information about how to clear, enable and manage cookies for some of the most popular browsers:

- for Chrome; (Latform=Desktop&hl=en)
- for <u>Firefox</u>; (https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer? redirectslug=Cookies&redirectlocale=en-US)
- for <u>Microsoft Edge; (https://support.microsoft.com/en-us/topic/delete-and-manage-cookies-168dab11-0753-043d-7c16-ede5947fc64d)</u>
- for <u>Internet Explorer</u>; (https://support.microsoft.com/en-us/topic/delete-and-manage-cookies-168dab11-0753-043d-7c16-ede5947fc64d)
- for <u>Safari. (https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac)</u>

The retention period for data associated with cookies is 14 months and is reset on new activity.

III.3 Personal Data

We do not collect any personal data on this webpage that may be linked to the usage data received and stored in our Google Analytics account. It means that we cannot identify you as a person.

We do not sell personal data.

SECTION IV. Websites https://performance-objectives.com/) and https://devacrobats.com (https://devacrobats.com)

This Section applies to the websites https://performance-objectives.com/ (https://performance-objectives.com/) and https://devacrobats.com (https://devacrobats.com), which are owned and operated by DevAcrobats Ltd.

https://performance-objectives.com/ is the product website for the Performance Objectives: Charts & Reports for Jira Dashboards app. https://devacrobats.com is our company website.

The websites are hosted by *GoDaddy*. We use standard SSL Certificates.

We use Complianz Privacy Suite (GDPR/CCPA) by Really Simple Plugins *and Cookiebot by Usercentrics* for Cookie notice and compliance and for Proof-of-Consent Storage.

IV.1 What are cookies and how we use cookies:

Cookies are small files that are stored on your browser. We use cookies and similar technologies to ensure our websites features work properly and analyze how you use our websites. For these reasons, we may share your site usage data with our analytics partner.

IV.2 What categories of cookies do we use and how you can manage your cookie preferences:

<u>Essential</u>: Essential cookies enable core functionality such as page navigation and access to secure areas. The websites cannot function properly without these cookies.

<u>Functional</u>: Functional cookies allow us to remember choices you make during your visit to the websites – they are necessary to provide features and services specific to individual users.

<u>Analytics</u>: Analytics cookies track your online behavior and share data with 3rd party services that help us improve the performance of the websites.

We use Google Analytics as a service provider. Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google's privacy policy is available here: https://policies.google.com/privacy. (https://policies.google.com/privacy).

We have enabled Google Analytics to collect data about our traffic.

We have enabled some Google Analytics Advertising features:

- Data collection for Advertising Features
- Data collection for Advertising Reporting features
- Data collection for Display and Search Remarketing. This includes data from Google's signed-in users who have chosen to enable Google to associate their web and app browsing history with their Google account, and to use such information from their Google account to personalize ads. Google Analytics temporarily joins these identifiers to our Google Analytics data in order to support our audiences.

Advertising Reporting Features help us better understand our visitors.

Ads Personalization feature means we may export our Google Analytics audiences and conversions to our linked Ads account for the purpose of delivering relevant, personalized experiences to our visitors.

We only collect general website visit data to show ads to our website visitors.

We do not use User-ID feature.

We do not use Demographics and Interest Reports and In-Page Analytics.

We do not identify visitors or facilitate the merging of personally identifiable information with non-personally identifiable information collected through any Google advertising product or feature.

We do not attempt to disaggregate data that Google reports in aggregate.

We do not give consent to Google to share our remarketing lists to third parties, including other advertisers. Google may share this data to meet any applicable law, regulation, legal process, or enforceable governmental request.

To provide website visitors the ability to prevent their data from being used by Google Analytics, Google have developed the Google Analytics opt-out browser add-on for websites using the supported version of Google Analytics JavaScript (analytics.js, gtag.js). You can use the Google Analytics cookie opt-out option at the following address: https://tools.google.com/dlpage/gaoptout/ (https://tools.google.com/dlpage/gaoptout/). You can download and install the Add-on on your browser, following the steps described for opting out of Google Analytics cookies, which will essentially block the functionality of Google Analytics cookies.

<u>Marketing:</u> Marketing cookies track your online behavior and share data with 3rd party services that help us improve the relevance of our marketing campaigns.

We use Google Ads as a service provider. Information about how Google uses cookies is available here: https://policies.google.com/technologies/ads (https://policies.google.com/technologies/ads).

You can opt out of Google's use of cookies or device identifiers by visiting Google's Ads Settings: https://adssettings.google.com/ (https://adssettings.google.com/).

IV.3 Third-party websites and "Third party cookies":

Our websites may contain links to third-party websites or embedded content from them, such as https://marketplace.atlassian.com/, YouTube, LinkedIn and others. When you visit these websites or open their content, cookies from these websites may be stored on your end device. These cookies are defined as "third party cookies". We have no control over or responsibility for the Privacy Policies and practices of third parties. We encourage you to seek information about the purpose and content of third-party cookies and how they are managed on the websites of the relevant third parties.

IV.4 You can manage how we use cookies:

All browsers allow the management of cookies from a specially created folder on your browser. You can block the receipt of cookies, delete all or part of them or set your cookie preferences before visiting our websites. Please note that deleting or blocking cookies may have negative effect on the usability of our websites.

Here you can find more information about how to clear, enable and manage cookies for some of the most popular browsers:

- for <u>Chrome</u>; (https://support.google.com/chrome/answer/95647?co=GENIE.Platform=Desktop&hl=en)
- for <u>Firefox</u>; (https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer? redirectslug=Cookies&redirectlocale=en-US)
- for <u>Microsoft Edge</u>; (https://support.microsoft.com/en-us/topic/delete-and-manage-cookies-168dab11-0753-043d-7c16-ede5947fc64d)
- for <u>Internet Explorer</u>; (https://support.microsoft.com/en-us/topic/delete-and-manage-cookies-168dab11-0753-043d-7c16-ede5947fc64d)
- for <u>Safari. (https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac)</u>

The retention period for data associated with cookies is 14 months and is reset on new activity.

IV.5 Personal Data

We do not collect any personal data on our websites that may be linked to the information received and stored from Cookies. It means that we cannot identify you as a person.

We do not sell personal data.

If you decide to try or buy our app (<u>Performance Objectives</u>: <u>Charts & Reports for Jira Dashboards</u>) and click the 'MARKETPLACE' or the 'SUPPORT' button available on our websites, you will be directed to a third-party website where the Privacy Policy of the respective site owner applies.

SECTION V. PERSONAL DATA WE MAY RECEIVE BY ANY OF OUR CHANNELS

If you are not *Performance Objectives: Charts & Reports for Jira Dashboards* customer or user but you have provided us with your personal data (name, e-mail, phone number etc.), please read this section.

We may receive your personal data (for example your e-mail and your name) when you raise a ticket in our Service Management System.

We may receive your personal data if you write an e-mail directly to us or call us by phone or send us information by post, etc.

We store this information in Google Drive.

We store personal data for 2 years after we receive it or for a longer period if required by law.

We may use this data for the following purposes:

• To answer to your request.

- To perform our normal activities to develop new functionalities, to provide you with support, to improve and upgrade our app.
- We may use your contact information to send you more information about our app and similar DevAcrobats Ltd. products and services that may be relevant to you, including information about new apps we develop, new features of our apps, promotions, etc.
- To fulfill our legal obligations when applicable.

We do not sell your personal data.

SECTION VI. GENERAL PRIVACY INFORMATION

VI.1 Your rights as a data subject:

In this section we have summarized your rights as a data subject. If you need further information, please read the relevant legislation and guidelines from the regulatory authorities.

1. Right of access to your personal data, including the right to receive a copy of your data during their processing:

You have the right to request information about your personal data that we store at any time. You can contact us and based on a written request and verification of your identity the data will be provided to you.

2. Right to correct inaccurate personal data:

You have the right to request the correction of your personal data if it is incorrect, including the addition of incomplete personal data. You can do this by contacting us in writing, after proper verification of your identity.

- 3. Right of deletion/ ("Right to be forgotten") in the following cases:
- when the need for processing is eliminated.
- in case of Withdrawal of consent when the processing is based on consent.

- in case of Illegal data processing.
- in case of a legal obligation to delete.

The right to be forgotten is not an absolute right and may not be respected in cases provided by law or due to lack of proper authentication of your identity.

- 4. Right to restrict processing when:
- the accuracy of the data is disputed, for the period in which their accuracy must be checked; or
- the processing of the data is without legal basis, but instead of deleting it, you want its limited processing; or
- if necessary, the data for the establishment, exercise or protection of your legal claims; or
- an objection has been filed for the processing of the data, pending verification of whether the grounds of the controller are legal.

In the event of a correction, deletion or restriction of processing, we will notify any recipient to whom the personal data have been disclosed, unless this is impossible or requires a disproportionate effort.

- 5. The right to portability of machine-readable data, according to which:
- we provide the data directly to you; or
- at your request and technical possibility, the data is provided to another administrator of your choice.
- 6. Right to object to processing based on a legitimate interest:

You have the right to object to the processing of your personal data based on our or a third-party legitimate interest. The controller will not continue to process your personal data unless it is proven that there are compelling legal grounds for doing so that take precedence over your interests and rights or due to litigation and other procedural and extra-procedural actions as required.

7. Right to object to direct marketing:

We may use your contact information to send you more information about our app and similar DevAcrobats Ltd. products and services that may be relevant to you, including new features, advice how to get the best of our app during trial, reminder to renew your license and similar.

If you do not want to receive such information you can unsubscribe once receiving such an e-mail by replying to it with subject "unsubscribe", or by sending us an e-mail to: office@devacrobats.com, or by raising a ticket in our Service Management System.

8. Right to complain to a supervisory authority. On the territory of the Republic of Bulgaria, where the seat of DevAcrobats Ltd. is located, the supervisory body is the <u>Commission for Personal Data Protection</u> (https://cpdp.bg/en/).

VI.2 Policy towards children

Our services / products are not intended for use by persons under 18 years of age and we do not knowingly collect information about persons under 18 years of age. If we become aware that we have collected information about persons under 18 years of age, we will take the necessary action to delete it. Please let us know on office@devacrobats.com if you know that a person under the age of 18 has provided us with his or her personal information.

VI.3 Our contact details

Please use the contact details below if you would like to exercise your rights and for any questions about our Cookie and Privacy Policy:

DevAcrobats Ltd.

Postal Address: 47 Cherni Vrah Blvd., floor 6, 1407 Sofia, Bulgaria

Email: office@devacrobats.com

Depending on the type of your inquiry, we will answer you within a reasonable time after receiving it.

SECTION VII. UPDATES

We reserve the right to change our Cookie and Privacy Policy without prior notice when necessary to meet specific requirements or when we change the way information is collected and used, as well as to add clarifications. Updated version will be published in our websites at the time of entry into force. We encourage you to check our Cookie and Privacy Policy from time to time. If you do not agree to any part of it, please stop using our services.

PRIVACY (HTTPS://PERFORMANCE-OBJECTIVES.COM/DATA-SECURITY-AND-PRIVACY-STATEMENT/)

SUPPORT (HTTPS://DEVACROBATS.ATLASSIAN.NET/SERVICEDESK/CUSTOMER/PORTAL/1)

MARKETPLACE (HTTPS://MARKETPLACE,ATLASSIAN,COM/APPS/1218655/PERFORMANCE-OBJECTIVES-CHARTS-REPORTS?

TAB=OVERVIEW&HOSTING=CLOUD)

SLA (HTTPS://PERFORMANCE-OBJECTIVES,COM/SERVICE-LEVEL-AGREEMENT-SLA/)

EULA (HTTPS://PERFORMANCE-OBJECTIVES.COM/END-USER-LICENSE-AGREEMENT/)

SECURITY (HTTPS://PERFORMANCE-OBJECTIVES.COM/SECURITY-POLICY/)
STATUS (HTTPS://DEVACROBATS.STATUSPAGE.IO/)

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