Privacy Policy v1

Overview

META-INF is a passionate Atlassian Expert since 2007 with deep knowledge in Atlassian plugin development. The aim of this documentation is to cover all of relevant information about the Data Security & Privacy Statement of META-INF Ltd. to help our customer see clearly what we do and what we really don't with their data.

Data storage terms and data storage location

This section explains where our application will store data from our customers and where (physically) the data will be stored to comply with all local laws.

- META-INF uses an [Atlassian recommended](#) cloud platform called [Amazon AWS](#) for hosting Cloud plugins to comply with all local laws.
- Our hosting region is US West (Oregon).
- Unless explicitely and differently specified in the Addon documentation, we do not store personal information (e.g. name, e-mail, address).
- We store the unique ID of your Atlassian Cloud products and the necessary secret keys to act behalf on the currently logged in user.
- META-INF does not store user passwords for Atlassian Cloud products, this includes all forms of storage such as databases or files
- Please read the documentation of the product for further details

Data Storage Terms - Email This Issue for JIRA Cloud

This section contains terms that alter the above general Data Storage Terms in relation to Email This Issue for JIRA Cloud.

The Product stores the following data in its database:

- connection details to SMTP/IMAP/POP3 servers including the username and passwords necessary to authenticate by the remote mail server. SMTP/IMAP/POP3 Connection passwords are encrypted with an industry standard strong encryption (salted AES).

- JIRA Cloud user names, group names, project role names as email recipients configured in the Product.

- Complete email messages with content potentially confidential to the users as part of its Email Audit Log standard features.

Backups

This section explains our backup and recovery policy for customer data.

- Our backup data is securely stored, unauthorized access of backup data is not possible.
- We backup at least once a day, and we keep the backups at least for a month.
- Please read the documentation of the product for further details

Account removal and data retention

This section explains how a customer can close an account and completely remove their data from our service.

- Customer accounts may be removed any time by uninstalling the AddOn from Cloud product.
- Customer account information is retained by META-INF for 30 days, after this period account information is unrecoverable deleted.
- Please read the documentation of the product for further details

Data portability

This section explains if and how a customer can extract their data from your service.

- Migration of META-INF Cloud products from Cloud to Standalone or from Standalone to Cloud is generally not supported by the addons.
- Please read the documentation of the product for further details.

Application and infrastructure security

This section explains what security measures we've taken in our application and infrastructure.

- META-INF support team accesses addon data only for purposes of application health monitoring and performing system or application maintenance, and upon customer request for support purposes.
- Only authorized META-INF employees have access to server data.
- Customers are responsible for maintaining the security of their own Confluence and JIRA Cloud login information.
- Communication between the Cloud products and the AddOn server is done using web requests. All web requests are encrytped, digitally signed, authenticated and authorized.
- AddOn server is only accessible through secure protocols (e.g. https).
- Please read the documentation of the product for further details.

Security disclosure

This section explains how and under what circumstances we notify our customers about security breaches or vulnerabilities and indicate how a user or security researcher should disclose a vulnerability found in our add-on to us.

- Security breaches or vulnerabilities with the proposed solution of the problem are published on our website.
- Customers can report security breaches or vulnerabilities using support@meta-inf.hu e-mail address.
- Please read the documentation of the product for further details.

Privacy

Data collected during the use of our add-on will not be shared with third parties except if required by law.

Evaluating Customers of Our Apps

By starting an evaluation period, our customers accept the following:

- META-INF will receive personal information of the person who generated the trial license from Atlassian
- META-INF will retain all personal information that is shared by Atlassian with META-INF (Atlassian's policy on sharing personal information)
- META-INF will retain personal information for 6 month. After this period, personal information is removed.
- META-INF will send automated tutorial emails to these contacts in order to help them lear our apps
- META-INF may send further emails on the apps any time (useful information, product news, webinars)

To comply with GDPR regulations, customers can request the **removal, rectification or review** of their own personal information stored in the support system by sending an email to info@meta-inf.hu or by clicking the Unsubscribe link in the emails received.

Customers of Our Apps

By purchasing a commercial or academic license of, our customers accept the following:

- META-INF will receive personal information of the technical person from Atlassian
- META-INF will retain all personal information that is shared by Atlassian with META-INF ([Atlassian's policy on sharing personal information](#))
- META-INF will retain personal information during the active maintenance period and for 6 month after the expiration of the last maintenance period. After this period, personal information is removed.
- META-INF may send emails containing product news, tips, best practices, webinar or training details, event related information

To comply with GDPR regulations, customers can request the **removal, rectification or review** of their own personal information stored in the support system by sending an email to info@meta-inf.hu or by clicking the Unsubscribe link in the emails received.

Support

Customers with valid maintenance may request support for the META-INF apps published at the Atlassian Marketplace.

The support is provided via the [META-INF Service Desk](#). The support system may contain the following personal information:

- User profile details (username, Full Name, email address) required to use the Service Desk
- Personal data explicitly uploaded by customers part of their support requests. This may include among others:
    - IP addresses
    - Further email addresses
    - Emails and documents uploaded
    - Log files

The personal information is solely used in the context of resolving support requests.

To comply with GDPR regulations, customers can request the **removal, rectification or review** of their own personal information stored in the support system by [submitting a request](#).

Addendum

Atlassian is not responsible for the privacy, security or integrity of End User Data we collect

Solution Partner Privacy Policy

As an Atlassian Solution Partner, META-INF handles personal information under the terms of [Adatkezelési és Adatvédelmi Nyilatkozat](#)