Data Security and Privacy Policy - Applications for Atlassian Products

What information we collect about you

Mindmaps for Jira

The Mindmaps for Jira application has been developed very specifically not to require, or store any information about your system or any of your users within your Atlassian cloud instance.

Mindmaps for Jira works by downloading a software package directly to your end user's browser instance, where after start-up all the processing, data transfer and information sharing take place in a secure and authenticated direct link between the end user and Atlassian's cloud instance.

Mindmaps for Jira do not store any personalized information about your organization, your users, or any of your project data.

Mindmaps Pro for Confluence

The Mindmaps Pro for Confluence application has been developed very specifically not to require, or store any information about your system or any of your users within your Atlassian cloud instance.

Mindmaps Pro for Confluence works by downloading a software package directly to your end user's browser instance, where after start-up all the processing, data transfer and information sharing take place in a secure and authenticated direct link between the end user and Atlassian's cloud instance.

Mindmaps Pro for Confluence do not store any personalized information about your organization, your users, or any of your project data.

Move and Organize for Jira

The Move and Organize for Jira application has been developed very specifically not to require, or store any information about your system or any of your users within your Atlassian cloud instance.

Move and Organize for Jira works by downloading a software package directly to your end user's browser instance, where after start-up all the processing, data transfer and information sharing take place in a secure and authenticated direct link between the end user and Atlassian's cloud instance.

Move and Organize for Jira do not store any personalized information about your organization, your users, or any of your project data.

How we use information we collect

Mindmaps for Jira – Not applicable.
Mindmaps Pro for Confluence – Not applicable.
Move and Organize for Jira - Not applicable.

How we share information we collect

Mindmaps for Jira – Not applicable.
Mindmaps Pro for Confluence – Not applicable.
Move and Organize for Jira - Not applicable.

How we store and secure information we collect

Mindmaps for Jira – Not applicable.
Mindmaps Pro for Confluence – Not applicable.
Move and Organize for Jira - Not applicable.

Data Security and Privacy Policy - Emergence Software Pte. Ltd.

This Privacy Policy covers the information we collect about you when you use our products or services, or otherwise interact with us. Emergence Software, we and us refers to Emergence Software Pte. Ltd., a business entity incorporated in the Republic of Singapore. We offer cloud products and refer to all of these products, together with our other services and websites as "Services" in this policy.

If you do not agree with this policy, do not access or use our Services or interact with any other aspect of our business.

Notice to end users

Our products are intended for use by organizations. Where the Services are made available to you through an organization (e.g. your employer), that organization is the administrator of the Services and is responsible for the accounts and/or Service sites over which it has control. If this is the case, please direct your data privacy questions to your administrator, as your use of the Services is subject to that organization's policies. We are not responsible for the privacy or security practices of an administrator's organization, which may be different than this policy.

Administrators are able to:

- Require you to reset your account password;
- Restrict, suspend or terminate your access to the Services;
- Access information in and about your account;
- Access or retain information stored as part of your account;
- Install or uninstall third-party apps or other integrations

In some cases, administrators can also:

- Restrict, suspend or terminate your account access;
- Change the email address associated with your account;
- Change your information, including profile information;
- Restrict your ability to edit, restrict, modify or delete information

Please contact your organization or refer to your administrator's organizational policies for more information.

What information we collect about you

We may collect information about you when you provide it to us, when you use our Services, and when other sources provide it to us, as further described below.

Information you provide to us

We may collect information about you when you input it into the Services, provide it directly to us, or otherwise provided to us by Atlassian Inc. (in accordance with their Privacy Policy) in order to operate and fulfil the Services to you in a satisfactory manner, including for billing and support related matters.

Information you provide through our support channels

The Services also include our customer support, where you may choose to submit information regarding a problem you are experiencing with a Service. Whether you designate yourself as a technical contact, open a support ticket, speak to one of our representatives directly or otherwise engage with our support team, you will be asked to provide contact information, a summary of the problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving the issue.

Payment Information

We collect payment and billing information when you register for certain paid Services. For example, we ask you to designate a billing representative, including name and contact information, upon registration.

Information we collect automatically when you use the Services

We may collect information about you when you use our Services, including browsing our website, or the Atlassian Marketplace product pages.

Cookies and Other Tracking Technologies: Emergence Software and our third-party partners, such as our advertising and analytics partners, may use cookies and other tracking technologies (e.g., web beacons, device identifiers) to provide functionality and to recognize you across different Services and devices.

Information we receive from other sources

We receive information about you from other Service users, from third-party services, from our related companies, social media platforms, public databases, and from our business and channel partners. We may combine this information with information we collect through other means described above. This helps us to update and improve our records, identify new customers, create more personalized advertising and suggest services that may be of interest to you.

Atlassian companies

We receive information about you from companies that are owned or operated by Atlassian Inc., in accordance with their terms and policies.

Atlassian partners

We work with a global network of partners who provide consulting, implementation, training and other services around our products. Some of these partners also help us to market and promote our Services, generate leads for us, and resell our Services. We receive information from these partners, such as billing information, billing and technical contact information, company name, what Services you have purchased or may be interested in, evaluation information you have provided, what events you have attended, and what country you are in.

Other partners

We receive information about you and your activities on and off the Services from third-party partners, such as advertising and market research partners who provide us with information about your interest in and engagement with, our Services and online advertisements.

Third party providers

We may receive information about you from third party providers of business information and publicly available sources (like social media platforms), including physical mail addresses, job titles, email addresses, phone numbers, intent data (or user behavior data), IP addresses and social media profiles, for the purposes of targeted advertising of products that may interest you, delivering personalized communications, event promotion, and profiling.

How we use information we collect

Below are the specific purposes for which we use the information we collect about you.

To provide the Services

We use information about you to provide customer support, and operate, maintain, and improve the Services.

To communicate with you about the Services

We use your contact information while responding to your comments, questions and requests, providing customer support, and sending you technical notices, updates, security alerts, and administrative messages. These communications are part of the Services and in most cases you cannot opt out of them. If an opt out is available, you will find that option within the communication itself.

To market, promote and drive engagement with the Services

We may use your contact information and information about how you use the Services to send promotional communications that may be of specific interest to you, including by email and by displaying Emergence Software ads on our own or other companies' websites and applications. These communications may be informed by audits of interactions (like counting ad impressions), and are aimed at driving engagement and maximizing what you get out of the Services, including information about new features, survey requests, newsletters, and events we think may be of interest to you. We also communicate with you about new Services, product offers and promotions. You can opt out of these communications by e-mailing info@emergence.com.sg.

Customer support

We use your information to resolve technical issues you encounter, to respond to your requests for assistance, to analyze crash information, and to repair and improve the Services. Where you give us express permission to do so, we share information with a third party expert for the purpose of responding to support-related requests.

For safety and security

We use information about you and your Service use to verify accounts and activity, to detect, prevent, and respond to potential or actual security incidents and to monitor and protect against other malicious, deceptive, fraudulent or illegal activity, including violations of Service policies.

To protect our legitimate business interests and legal rights

Where required by law or where we believe it is necessary to protect our legal rights, interests and the interests of others, we use information about you in connection with legal claims, compliance, regulatory, and audit functions, and disclosures in connection with the acquisition, merger or sale of a business.

With your consent

We use information about you where you have given us consent to do so for a specific purpose not listed above. For example, we may publish testimonials or featured customer stories to promote the Services, with your permission.

Legal bases for processing (for EEA users)

If you are an individual in the European Economic Area (EEA), we collect and process information about you only where we have legal bases for doing so under applicable EU laws. The legal bases depend on the Services you use and how you use them. This means we collect and use your information only where:

We need it to provide you the Services, including to operate the Services, provide customer support and personalized features and to protect the safety and security of the Services;

It satisfies a legitimate interest (which is not overridden by your data protection interests), such as for research and development, to market and promote the Services and to protect our legal rights and interests;

You give us consent to do so for a specific purpose; or

We need to process your data to comply with a legal obligation.

If you have consented to our use of information about you for a specific purpose, you have the right to change your mind at any time, but this will not affect any processing that has already taken place. Where we are using your information because we or a third party (e.g. your employer) have a legitimate interest to do so, you have the right to object to that use though, in some cases, this may mean no longer using the Services.

How we share information we collect

We make collaboration tools, and we want them to work well for you. This means sharing information through the Services and with certain third parties. We share information we collect about you in the ways discussed below, including in connection with possible business transfers. We are not in the business of selling information about you to advertisers or other third parties.

Sharing with other Service users

When you use the Services, we share certain information about you with other Service users, through the Atlassian cloud instance:

For collaboration

You can create content, which may contain information about you, and grant permission to others to see, share, edit, copy and download that content based on settings you or your administrator (if applicable) select. Some of the collaboration features of the Services display some or all of your profile information to other Service users when you share or interact with specific content. For example, when you comment on a Jira issue, Atlassian will display your profile picture and name next to your comments so that other users with access to the page or issue understand who made the comment. Your team's story status in Jira, can be seen by other users with certain role permissions or team assignments.

Community forums

Our websites and Atlassian Marketplace offerings may reference to publicly accessible blogs, forums, issue trackers, and wikis (e.g., Atlassian Community, Atlassian Developer Community). You should be aware that any information you provide on these websites - including profile information associated with the account you use to post the information - may be read, collected, and used by any member of the public who accesses these websites. Your posts and certain profile information may remain even after you terminate your account. We urge you to consider the sensitivity of any information you input into these Services.

Sharing with third parties

We may share information with third parties that help us operate, provide, improve, integrate, customize, support and market our Services.

Service providers

We may work with third-party service providers to provide website and application development, hosting, maintenance, backup, storage, virtual infrastructure, payment processing, analysis and other services for us, which may require them to access or use information about you. If a service provider needs to access information about you to perform services on our behalf, they do so under close instruction from us, including appropriate security and confidentiality procedures designed to protect your information.

Atlassian partners

We work with third parties who provide consulting, sales, support, and technical services to deliver and implement customer solutions around the Services. We may share your information with these third parties in connection with their services, such as to assist with billing and collections, to provide localized support, and to provide customizations. We may also share information with these third parties where you have agreed to that sharing.

Links to third party sites

The Services may include links that direct you to other websites or services whose privacy practices may differ from ours. If you submit information to any of those third party sites, your information is governed by their privacy policies, not this one. We encourage you to carefully read the privacy policy of any website you visit.

Third party services

We may offer you the ability to interact with or share information with third parties through the Services. For example, we may offer users the ability to interact with social media networks via links on the Services. You should always check the privacy settings and notices in these third-party services to understand how those third-parties may use your information.

With your consent

We share information about you with third parties when you give us consent to do so. For example, we often display personal testimonials of satisfied customers on our public websites. With your consent, we may post your name alongside the testimonial.

Compliance with Enforcement Requests and Applicable Laws; Enforcement of Our Rights

In exceptional circumstances, we may share information about you with a third party if we believe that sharing is reasonably necessary to (a) comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements, (b) enforce our agreements, policies and terms of service, (c) protect the security or integrity of our products and services, (d) protect Emergence Software, our customers or the public from harm or illegal activities, or (e) respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person. For more information on how we respond to government requests, see our Guidelines for Law Enforcement and our Transparency Report.

Business Transfers

We may share or transfer information we collect under this privacy policy in connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. You will be notified via email and/or a prominent notice on the Services if a transaction takes place, as well as any choices you may have regarding your information.

How we store and secure information we collect

Information storage and security

We use industry standard technical and organizational measures to secure the information we store.

While we implement safeguards designed to protect your information, no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that information, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

How long we keep information

How long we keep information we collect about you depends on the type of information, as described in further detail below. After such time, we will either delete or de-identify your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

Account information

We retain your account information for as long as your account is active and a reasonable period thereafter in case you decide to re-activate the Services. We also retain some of your information as necessary to comply with our legal obligations, to resolve disputes, to enforce our agreements, to support business operations, and to continue to develop and improve our Services.

Information you share on the Services

If your account is deactivated or disabled, some of your information and the content you have provided will remain in order to allow your team members or other users to make full use of the Services. For example, Atlassian continue to display messages you sent to the users that received them and continue to display content you provided, but when requested details that can identify you will be removed.

Managed accounts

If the Services are made available to you through an organization (e.g., your employer), we retain your information as long as required by the administrator of your account. For more information, see "Managed accounts and administrators" above.

Marketing information

If you have elected to receive marketing emails from us, we retain information about your marketing preferences for a reasonable period of time from the date you last expressed interest in our Services. We may retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

Changes to our Privacy Policy

We may change this privacy policy from time to time. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice by adding a notice on the Services homepages, or by sending you an email notification. We will also keep prior versions of this Privacy Policy in an archive for your review. We encourage you to review our privacy policy whenever you use the Services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this privacy policy, you will need to stop using the Services and deactivate your account(s), as outlined above.

Contact us

Your information is controlled by Emergence Software Pte. Ltd. If you have questions or concerns about how your information is handled, please contact us directly:

Emergence Software Pte. Ltd.
E-mail: info@emergence.com.sg