

Hosting Privacy Statement

We are committed to your privacy. We take great care to protect the privacy of your information when we host your data on our servers.

This Privacy Statement is intended for users of the Agiloft hosted service. A separate [Privacy Policy for Website Visitors](#) addresses the privacy needs of visitors to our website.

The Hosting Privacy Policy Statement applies to our customers who choose our cloud hosted service. In this document, the term "Customer Information" means information about your end users stored on our servers. The term "Customer" refers to the company (you) that contracts with us for hosted service. This privacy statement should be read in conjunction with the Hosted Service Level Agreement, which contains further provisions relating to Customer Information.

Customers are hosted on the secure facilities at AWS.

We will not use customer information for the purposes of marketing to, or otherwise communicating directly with your end users, or provide customer information to any third party, unless we are required to do so in order to comply with the law. In short, we will never access customer information at all, unless specifically requested to do so by the customer who owns that information in order to assist in troubleshooting some problem with the hosted service.

If you have any questions or concerns with respect to this Statement, please [contact us](#).

Cookies

A cookie is a small text file containing a unique identification number that is transferred from a web server to the end user's browser, enabling the serving party to track the website activities of the end user. We do not issue any cookies which enable third parties to track the activities of your end users. Our software uses a cookie only to identify a user's login name so that users may log in to multiple browser windows without requiring additional user licenses.

Security

All hosted server environments meet the following physical security requirements:

- Single point of entry to hosting areas
- Primary monitored access with additional access for emergency purposes only
- Surveillance cameras in use
- Biometric identity check for access validation
- Access only to people on the Saasam/Agiloft approved access list

All hosted environments also meet the following electronic security conditions - login validation; secure SSH (encrypted) connections to access servers; servers running behind secure firewall.

One of the options we offer is Secure Socket Layer (SSL) encryption. If you provide your customers with access to the hosted project using SSL, all Customer Information transmitted over the internet will be encrypted.

All hosted data is backed up at least once in every 12 hours and sent to two separate sites for storage.

Agiloft imposes strict internal controls over those of its employees with access to Customer Information. Such access is granted only on a need-to-know basis

Correction/Updating of Customer Information

The Agiloft software is configured to enable you to give your end users the means to access their own personal information for the purposes of deleting it, and/or correcting it.

EU-U.S. Privacy Shield Framework Certification

For UK and EMEA based companies, it is important to note that Agiloft, Inc. complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union to the United States. Please see [Agiloft, Inc.'s Notice of Certification Under the EU-U.S. Privacy Shield Framework](#).

GDPR Compliance

On May 25, 2018, the European Union's (EU) General Data Protection Regulation (GDPR) privacy law will take effect. Saasam will comply with GDPR in the delivery of its services to customers and is committed to helping customers comply with the GDPR. We have reviewed the requirements of the GDPR and are making any changes necessary to our products and materials to support compliance.

Further information relating to the Agiloft compliance with GDPR can be found [here](#)

Changes to Privacy Policy

Saasam will update this policy from time to time. A "last revised" date will always be included on the bottom of the statement. To keep up-to-date with Saasam's policy, please check this page periodically.

Contacting Us

If you have any questions about this Statement, or our practices as they affect the privacy of hosted data, please [contact us](#).

Last revised: 20/05/2018