

## Cloud Privacy Policy

[vc\_row inner\_container="true" padding\_top="0px" padding\_bottom="15px" border="none" bg\_image="402" style="height:250px;"] [vc\_column fade\_animation\_offset="45px" width="1/1"] Cloud Privacy Policy [vc\_column] [vc\_row] [vc\_row no\_margin="true" padding\_top="0px" padding\_bottom="15px" border="none"] [vc\_column fade\_animation\_offset="45px" width="1/1"] Scope

IDocStop is a cloud based document management platform designed to store and serve documents to authorized end users. This notice applies to the use of those services and any other SyTech enterprise service. These services are referred to in this statement collectively as the ?Services.? For more information about the functionality of particular features, please review the services documentation available on this website.

**Notice to End Users:** This privacy statement is written for the organization or company (our ?customer?) that contracts with SyTech Solutions for the Services. All references to ?you? or ?your? in this privacy statement are to our customers, who in turn, may use the Services to develop and host their own services for end users. Any information SyTech Solutions collects or handles in such circumstances is processed by us on behalf of our customer, who controls the collection and use of the information. End users should direct privacy-related requests to the entity providing their service. SyTech Solutions is not responsible for the privacy practices of our customers.

[vc\_column] [vc\_row] [vc\_row inner\_container="true" no\_margin="true" padding\_top="15px" padding\_bottom="15px" border="none"] [vc\_column fade\_animation="in-from-left" fade\_animation\_offset="45px" width="1/2"] **Customer Data:** Customer Data is all the data, including all text, sound, software or image files that you provide, or are provided on your behalf, to us through your use of the Services. For example, Customer Data includes data that you upload for storage or processing in the Services and applications that you or your end users upload for processing by the Services. It does not include configuration or technical settings.

We only use Customer Data to provide the Services. This may include troubleshooting aimed at preventing, detecting and repairing problems affecting the operation of the Services and the improvement of features that involve the detection of, and protection against, emerging and evolving threats to the user (such as malware or spam). **Support Data:** Support Data is the information we collect when you submit a support request or run an automated troubleshooter, including information about hardware, software, and other details related to the support incident, such as: contact or authentication information, chat session personalization, information about the condition of the machine and the application when the fault occurred and during diagnostics, system and registry data about software installations and hardware configurations, and error-tracking files.

Support may be provided through phone or email. We may use Remote Access (RA), with your permission, to temporarily navigate your machine. For RA, you may end a session at any time of your choosing. We use Support Data as described in this privacy statement, and additionally use it to resolve your support incident and for training purposes.

**Local Software:** Some features of IDocStop may enable or require that you install local software (e.g., Express Link). This software may collect data from your local environment in order to provide the services that you have requested. **Data Location:** IDocStop stores all customer information on Microsoft's Windows Azure platform in the West US (Northern California) region. Microsoft may transfer Customer Data within a major geographic region (for example, within the United States or within Europe) for data redundancy or other purposes. Microsoft will not transfer Customer Data outside the major geographic region you specify (for example, from the United States to Asia or from Europe to the United States).

Subject to the above restrictions, Customer Data that Microsoft processes on your behalf may be transferred to, and stored and processed in, the United States or any other country in which Microsoft or its affiliates or subcontractors maintain facilities. You appoint Microsoft to perform any such transfer of Customer Data to any such country and to store and process Customer Data in order to provide the Services. Microsoft abides by the EU Safe Harbor and the Swiss Safe Harbor frameworks as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union, the European Economic Area, and Switzerland. [vc\_column] [vc\_column fade\_animation="in-from-right" fade\_animation\_offset="45px" width="1/2"] **Administrator Data:** Administrator Data is the information about administrators (including account contact and subscription administrators) provided during sign-up, purchase, or administration of the Services, such as name, address, phone number, and e-mail address.

We use Administrator Data to complete the transactions you request, administer your account, improve the Services and detect and prevent fraud.

We may contact you to provide information about new subscriptions, billing and important updates about the Services, including information about security or other technical issues. You will not be able to unsubscribe from these communications. Subject to your contact preferences, we may also contact you, by phone or e-mail, regarding information and offers about other products and services or to request your feedback.

You may manage your contact preferences by contacting customer service at **800-814-8324**. **Cookies & Other Information:** Some IDocStop functions utilize "cookies," which are small text files placed on a device's hard disk by a web server. We may use cookies and similar technologies such as web beacons for storing users' preferences and settings, for fraud prevention, to authenticate users and to collect operational information about the Services.

Passwords, Customer Data, Administrator Data, nor Payment Data are never saved to cookies. **Sharing Your Information:** SyTech will not disclose Customer Data, Administrator Data, Payment Data or Support Data ("your information") outside of IDocStop or its controlled subsidiaries and affiliates except as you direct, or as described in your agreement(s) or this privacy statement.

- SyTech will not disclose Customer Data to a third party (including law enforcement, other government entity, civil litigant, or subcontractors) except as you direct or unless required by law. Should a third party contact us with a demand for Customer Data, we will attempt to redirect the third party to request it directly from you. As part of that, we may provide your basic contact information to the third party. If compelled to disclose Customer Data to a third party, we will use commercially reasonable efforts to notify you in advance of a disclosure unless legally prohibited.

- SyTech may share Administrator Data or Payment Data with third parties for purposes of fraud prevention or to process payment transactions.

- SyTech will not substantively respond to data protection and privacy requests from your end users without your prior written consent, unless required by applicable law.

**IDocStop Account:** In order to access the Services, you or your users will be required to sign in with a IDocStop Account or another authorized authentication mechanism (LDAP, synchronized AD).

[Changes to This Privacy Statement](#)

SyTech will occasionally update our privacy statements to reflect customer feedback and changes in our Services.

When we post changes to a statement, we will revise the "last updated" date at the top of the statement. If there are material changes to the statement or in how Microsoft will use your information, we will notify you either by posting a notice of such changes before they take effect or by directly sending you a notification.

We encourage you to periodically review the privacy statements for the products and services you use to learn how Microsoft is protecting your information.

[IDocStop Cloud Provider Certifications](#)

SyTech works with cloud service providers who serve the IDocStop document management platform infrastructure and services. These providers are carefully chosen based on their compliance to industry standards for security and privacy policies.

SyTech continually reviews these certifications and limits data access to only those cloud providers that meet or exceed these very important industry certifications. Below is a list of the currently utilized cloud providers and their current certifications.

Where required, SyTech has filed certification extensions in order to extend the certification to our customers' solutions. (ex. See attached executed HIPAA BAA)

Cloud Provider Certifications Whitepaper ? 12/2014

**Other Privacy Documents:**

1DocStop Security & Privacy Policy ? 12/2014

1DocStop HIPPA and HITECH Act Agreement ? 6/2014

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