

Privacy Policy

POLICIES AND TERMS

ON THIS PAGE

IMPORTANT - Please read carefully

The **Privacy Policy** below describes how Brikit protects information that we may collect from you during product evaluation, purchase, and support, and also services contracting, delivery, and payment collection.
If you do not agree to this Policy, then do not evaluate, purchase, or use Brikit products or services.

Overview

We are committed to responsible management, use, and protection of your personal information. This policy will help you understand what data we collect, how we use it, and how you can access and control your information.

Please read the following carefully, and understand that by using our websites, products, and services, directly or through the Atlassian Marketplace, you are implicitly agreeing with these policies. If you do not agree with this policy, do not access or use our website, products, or services. Also note that the Atlassian Marketplace, where we sell our products, is not covered by this privacy policy and has its own privacy policy. We strongly encourage you to review it.

Our products include a growing family of Atlassian Apps (also called Plug-ins) — extensions to Atlassian software that are sold on the Atlassian Marketplace — as well as custom extensions of Atlassian software (collectively, "Products"). We also provide a range of services designed to maximize the benefits you obtain from Atlassian products and our own (our "Services"). Our Services may include hosting your intranet or other servers through third party hosting services, such as Amazon AWS or Contegix hosting services.

We are an Atlassian Partner and App vendor, but we are also an independent company and not an Atlassian affiliate. We do not represent or speak for Atlassian in any way. This Privacy Policy applies only to Brikit Inc. and its products, services, and websites. Atlassian's products and online services are governed entirely by Atlassian's own privacy policies.

Many of our products are intended for use by organizations. Where our 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 you are using our services or websites through your employer, 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 differ from this policy.

While this policy is generally addressed to you as an individual, in describing your interactions with us (particularly around our Services), "you" may include actions taken by your employer or other sponsoring organization.

What information we collect about you

We collect information about you when you provide it to us, when you access our websites, when you purchase and use our Products and Services, and when others provide it to us, as further described below.

Information you provide to us

We collect information about you when you input it into our websites, the Services or Products, or otherwise provide it directly to us (for example, when you provide it to us by phone or email).

Account and Profile Information

We collect information about you when you register for an account, create or modify a user profile, set account preferences, sign-up for our email newsletters, or make purchases through our websites, or purchase our products on the Atlassian Marketplace. For example, you provide your contact information and, in some cases, billing information when you register for the Services. You also have the option of adding a display name, profile photo, job title, and other details to your user profile information on our websites.

Content you provide through our Products and Services

Our website, Services, and Products are built in part on web-hosted software, including Atlassian Confluence and Atlassian JIRA ("Web Applications"). When you use our Services and websites, we collect and store content that you post, upload, send, receive and share through these Web Applications. This content includes any information about you that you may choose to provide. Examples of content we collect and store include: the summary and description you provide when creating a JIRA issue, the pages you create in Confluence, the comments you post on these, and any other content you choose to add or upload to these Web Applications. Content also includes the files and links you upload to the Services.

We may also collect clickstream data about how you interact with and use features in the Services.

Content you provide through our events

From time to time, we participate in marketing events, such as Atlassian Summit, where we may sponsor product demonstrations, surveys, or giveaways. You provide content to us when you participate in any of these activities, or share your personal information with our staff at these events.

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 Product or 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 certain 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. You might also provide payment information, such as payment card details, which we collect via secure payment processing services.

Information we collect automatically when you use the Services

We collect information about you when you use our Services, including browsing our websites and taking certain actions within the Services.

Your use of the Services

We keep track of certain information about you when you visit and interact with any of our Services. This information may include: the features you use; the links you click on; and the type, size and filenames of attachments you upload to the Services.

Device and Connection Information

We collect information about your computer, phone, tablet, or other devices you use to access the Services. We may also collect information through your device about your operating system, browser type, IP address, URLs of referring/exit pages, and device identifiers. We use your IP address and/or country preference in order to approximate your location to provide you with a better Service experience. How much of this information we collect depends on the type and settings of the device you use to access the Services.

Cookies and Other Tracking Technologies

Brikit Inc. and our third-party partners, such as our advertising and analytics partners, 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, and from our business and channel partners.

Other users of the Services

Other users of our Services may provide information about you when they submit content through the Services. For example, you may be mentioned in a JIRA issue opened by a co-worker. We also receive your email address from other Service users when they provide it in order to invite you to the Services.

Other services you link to your account

We receive information about you when you or your administrator ask us to integrate a third-party service into our Services. For example, you may authorize our Products or Services to connect with a third-party calendaring service so that your meetings and connections are available to you through our Products or Services. You may ask us to integrate our Products and Services with third party social media accounts, in order to display your social media content in our Services or Products. The information we receive when you link or integrate our Services with a third-party service depends on the settings, permissions and privacy policy controlled by that third-party service. You should always check the privacy settings and notices in these third-party services to understand what data may be disclosed to us or shared with our Services. We do not use data provided by these third-party services for any reason other than those you have specified in asking us to integrate with them.

Other Atlassian Partners

We are an Atlassian Partner, and we work with a global network of other Atlassian Partners who provide consulting, implementation, training and other services around our products, and when we are asked by you or your employer to work with them. Some of these partners also help us to market and sell our products. We may receive information from these partners, such as contact information, company name, what Jira or Atlassian products you have purchased or may be interested in, when you are one of their customers, and they ask us to consult with them on our products or participate in delivering a solution to you.

How we use information we collect

How we use the information we collect depends in part on which Services you use, how you use them, and any preferences you have communicated to us. Below are the specific purposes for which we use the information we collect about you.

To provide the Services and personalize your experience

We use information about you to provide the Services to you, including to process transactions with you, authenticate you when you log in, provide customer support, and operate and maintain the Services. For example, we use the name and picture you provide in your account to identify you to other Service users, to personalize your online experience on our website or customer portal.

To communicate with you about the Services

We use your contact information to send transactional communications via email and within the Services, including confirming your purchases, reminding you of license expirations, responding to your comments, questions and requests, providing customer support, and sending you technical notices, updates, security alerts, and administrative messages. We send you email notifications when you or others interact with you on the Services, for example, when you are @mentioned on a page or ticket or when a task is assigned to you. We also send you communications as you onboard to a particular Product to help you become more proficient in using it. 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 or in your account settings.

To market, promote and drive engagement with the Services

We do not rent, sell, or share Personal Information about you with other people or nonaffiliated companies for marketing purposes (including direct marketing purposes) without your permission. We use your contact information to send communications that may be of specific interest to you, including by email. These communications 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 products. You can control whether you receive these communications as described below under "Opt-out of communications."

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 may 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, with your permission, we may publish testimonials or featured customer stories relating to our Products and Services.

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 Products or Services you use and how you use them. This means we collect and use your information only where:

- We need it to provide you with a Product or Service, 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 Product or Service involved.

How we share information we collect

We share information we collect about you in the ways discussed below, including in connection with possible business transfers, but we are not in the business of selling information about you to any third parties.

Sharing with other Service users

When you use the Services, we share certain information about you with other Service users.

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 Confluence page or Jira issue, we 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 (generally, this is limited to BrikIt employees and your co-workers). When you publish a Confluence page on a BrikIt customer portal, your name is displayed as the author of that page, and Service users with permission to view the page can view your profile information as well.

Managed accounts and administrators

If you register or access the Services using an email address with a domain that is owned by your employer or organization, and such organization wishes to establish an account or site, certain information about you including your name, profile picture, contact info, content and past use of your account may become accessible to that organization's administrator and other Service users sharing the same domain.

Sharing with third parties

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

Service Providers

We work with third-party service providers to provide server 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 policies and procedures designed to protect your information.

Other Atlassian Partners

We sometimes work with other Atlassian Partners who provide technical and web design services to deliver and implement customer solutions around the Services. Usually, this occurs when you are already a customer of another Atlassian Partner, and you ask or authorize them to work with us. With your consent, we may share your information with these third parties in connection with their services, such as to provide localized support.

Third Party Apps

You, your administrator or other Service users may choose to add new functionality or change the behavior of the Services by installing third party apps within the Services. Doing so may give third-party apps access to your account and information about you like your name and email address, and any content you choose to use in connection with those apps. Third-party app policies and procedures are not controlled by us, and this privacy policy does not cover how third-party apps use your information. We encourage you to review the privacy policies of third parties before connecting to or using their applications or services to learn more about their privacy and information handling practices. If you object to information about you being shared with these third parties, please uninstall the app.

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.

Social Media Widgets

The Services may include links that direct you to other websites or services whose privacy practices may differ from ours. Your use of and any information you submit to any of those third-party sites is governed by their privacy policies, not this one.

Third-Party Widgets

Some of our Services contain widgets and social media features, such as the Twitter “tweet” button. These widgets and features collect your IP address, which page you are visiting on the Services, and may set a cookie to enable the feature to function properly. Widgets and social media features are either hosted by a third party or hosted directly on our Services. Your interactions with these features are governed by the privacy policy of the company providing it.

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, © protect the security or integrity of our products and services, (d) protect Brikit, our customers or the public from harm or illegal activities.

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.

How we store and secure information we collect

Information storage and security

Data you share with us may be stored on Brikit servers (some of which are hosted by third parties), and may be stored through third-party cloud platforms. We choose our service partners carefully for their industry reputation and practices, including in the realm of data security. Even so, no security system is impenetrable, and we cannot guarantee that your data, in transmission over the internet or while stored on our systems, will be absolutely safe from intrusion by others. Below, we've identified some of the third party services we use, and your use of our websites implies your acceptance of our use of these services when collecting or managing your data. Note that this list may change over time without warning.

Our client service, tech support, and web sites rely in part on Amazon AWS servers and Atlassian products such as JIRA and Confluence. Amazon and Atlassian have their own data privacy and data security policies, and we encourage you to consult them.

Other third party hosting or cloud-based app service providers we use for storing and managing data and communications include UPilot and Xero. Note that this list is demonstrative and may change over time, and that these companies have their own data security policies, and we encourage you to consult them.

If you use our Products or Services on servers you host yourself or through a third-party hosting or cloud service, responsibility for securing storage and access to the information you put into the Products or Services rests with you.

For EEA users

If you are an individual residing in the European Economic Area (EEA), the General Data Protection Regulation, which took effect in 2018, provides several options for accessing and controlling your information. Below is a summary of those choices, how to exercise them and any limitations.

Your Options

You have the right to request a copy of your information, to object to our use of your information (including for marketing purposes), to request the deletion or restriction of your information, or to request your information in a structured, electronic format. Where the Services are administered for you by an administrator, you may need to contact your administrator to assist with your requests first. For all other requests, you may contact us as provided in the Contact Us section below to request assistance.

Your request and choices may be limited in certain cases; for example, if fulfilling your request would reveal information about another person, or if you ask to delete information which we or your administrator are permitted by law or have compelling legitimate interests to keep. Where you have asked us to share data with third parties, for example, by installing third-party apps, you will need to contact those third-party service providers directly to have your information deleted or otherwise restricted. If you have unresolved concerns, you may have the right to complain to a data protection authority in the country where you live, where you work or where you feel your rights were infringed.

Access and update your information

Our Services and related documentation give you the ability to access and update certain information about you from within the Service. For example, you can access your profile information from your account and search for content containing information about you using key word searches in the Service. You can update your profile information within your profile settings and modify content that contains information about you using the editing tools associated with that content.

Deactivate your account

If you no longer wish to use our Services, you or your administrator may be able to deactivate your Services account. If you can deactivate your own account, that setting is available to you in your account settings. Please be aware that deactivating your account does not delete your information; your information remains visible to other Service users based on your past participation within the Services.

Delete your information

Our Services and related documentation give you the ability to delete certain information about you from within the Service. For example, you can remove content that contains information about you using the key word search and editing tools associated with that content, and you can remove certain profile information within your profile settings. Please note, however, that we may need to retain certain information for record keeping purposes, to complete transactions, or to comply with our legal obligations.

Request that we stop using your information

In some cases, you may ask us to stop accessing, storing, using and otherwise processing your information where you believe we don't have the appropriate rights to do so. For example, if you believe a Services account was created for you without your permission or you are no longer an active user, you can request that we delete your account as provided in this policy. Where you gave us consent to use your information for a limited purpose, you can contact us to withdraw that consent, but this will not affect any processing that has already taken place at the time. You can also opt-out of our use of your information for marketing purposes by contacting us, as provided below. When you make such requests, we may need time to investigate and facilitate your request. If there is delay or dispute as to whether we have the right to continue using your information, we will restrict any further use of your information until the request is honored or the dispute is resolved, provided your administrator does not object (where applicable). If you object to information about you being shared with a third-party app, please disable the app or contact your administrator to do so.

Opt out of communications

You may opt out of receiving promotional communications from us by using the unsubscribe link within each email, or by contacting us as provided below to have your contact information removed from our promotional email list. Even after you opt out from receiving promotional messages from us, you will continue to receive transactional messages from us regarding our Services. You can opt out of some notification messages in your account settings.

Contact Us

If you have questions or concerns about how your information is handled, please [contact us](#).