Softcrow Trusted Electronic Services B.V.

Privacy Notice

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1. Introduction

Due to the General Data Protection Regulation (GDPR) which came into effect per May 25, 2018, every organization needs to have a Privacy Notice. In this notice, we have to explain in concise, transparent and accessible language to the "data subject" (natural person to whom the data belong) which personal data we collect. In addition we need to explain how we store and protect these data. We also need to clarify how you can inform us about your wishes with respect to your personal data. This document is intended for these purposes.

This Privacy Notice concerns the personal data that is collected and stored by Softcrow Trusted Electronic Services B.V.
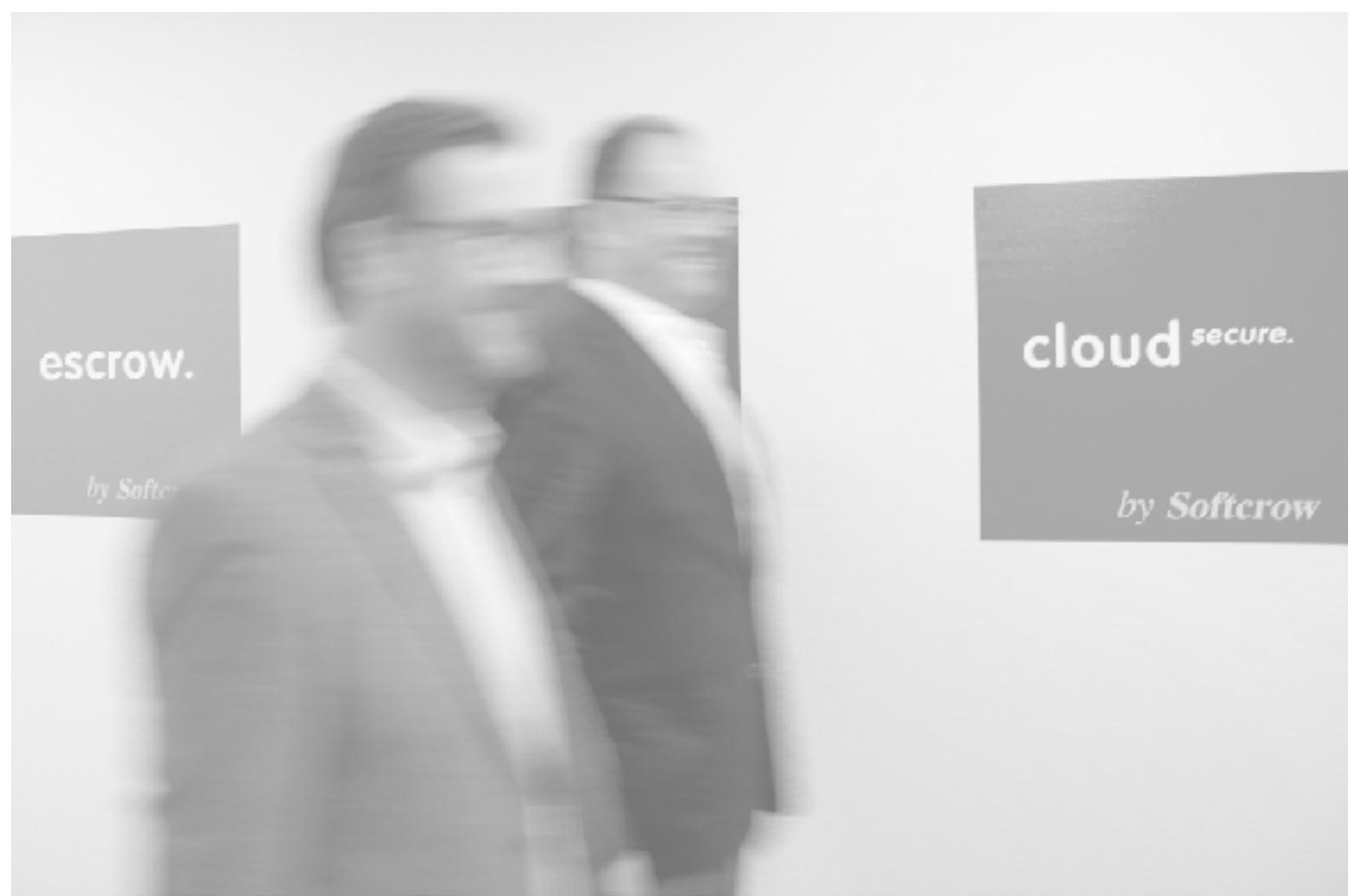
Our full company details are:

Softcrow Trusted Electronic Services B.V.
Hettenheuvelweg 8
1101 BN Amsterdam-Zuidoost

Postbox 12161
1100 AD Amsterdam

Chamber of Commerce : 33251600
VAT: NL8023.94.620.B.02

email: privacy@softcrow.com

2. Softcrow Trusted Electronic Services

Softcrow Trusted Electronic Services B.V. (hereafter: STES) is an Escrow Service Provider. Our services comprise continuity services with which one can assure that users of software can keep using this software, even when the supplier of the software would go bankrupt or otherwise is unable to perform the agreed upon software maintenance.

There are two possible reasons for STES to hold personal data:

- In order to be able to communicate with our (potential) clients (this being Users as well as Suppliers of of software). For this kind of personal data we use the word " Contact data" in the remainder of this document.

- Because a software Supplier, as part of his continuity arrangement with STES, periodically deposits data in our SecureStorage. For this type of data we use the word "Business Data" in the remainder of this document.

3. Softcrow Types of data and their purpose

Contact Data

These are date we receive from our (potential) relations, being Suppliers, Beneficiaries or parties that are otherwise involved in our services.

These data are collected and stored for the following purpose::

- Getting in touch

Our website contains a contact page with which people that are interested in our services may provide us with their contact details (name, phone number, email address) together with a request to us to contact them. When desired, they can ask a substantive question as well. We collect and store these data for the purpose of answering our (potential) customers requests. Before submitting their contact details, one is informed about our Privacy Statement and needs to confirm that we can use the data in accordance with this notice.

- Business communications

In order to be able perform and execute our services we need to communicate with parties that are involved in any way with our services, We communicate about agreements, services, progress of activities, special circumstances or other aspects that are related to the execution of our services.

Business data

Suppliers of SaaS-services, can, as part of their continuity arrangements at STES, opt to place a so called "Deposit Business Data" in our SecureStorage periodically. The contents of these deposits is determined by the supplier and mostly contains data that Users of the SaaS-Service have entered into the system. This are systems of the SaaS Supplier, and not from STES. The nature of the data is of course dependent on the type of system that is provided by the SaaS Supplier and the kind of data that is stored in the system. It is therefore possible, but not always (and for STES not verifiable) that the Deposit Business Data contains personal data as defined in the GDPR.

- Delivery to the Beneficiaries

The purpose of storing the Deposit Business Data by STES is solely to deliver the Deposit Business Data, encrypted and unchanged, to the parties named in the relevant continuity regulation, if this is necessary in the context of the implementation of the continuity regulation.

As explained in chapter "Storage and Security", STES has no access to the contents of the Deposit Business Data: The Deposit Business Data is encrypted with a key by the SaaS Supplier, and that key is NOT shared with STES. This means that STES, as it were, receives and keeps a suitcase with data that has been sealed by the SaaS-supplier and that STES cannot access the contents of the suitcase (possibly personal data) in any way. The same unopened case will be delivered unmodified by STES if the continuity regulation so requires.

4. Storage and Security

Contact Data

The contact details we collect are recorded in our contacts administration (Gmail contacts). To monitor the follow up of agreed activities, we sometimes record these data in our cloud-based project management system.

Where necessary for the execution of our work, we take over data in physical documents (agreements, letters). All our business documents are stored online in Dropbox Business and if the data is printed they are stored in our secured archive space.

Business Data

When suppliers of SaaS services, as part of their continuity regulation concluded via STES, place data (Deposit Business Data) with us, we use the following method:

- Deposit Business Data is stored in SecureStorage. This is a secured online storage facility in a ISO 27001 certified data center. These data centers are always data centers of Dutch providers, on Dutch soil.

- The SecureStorage is backed up daily at a second data center, also ISO 27001 certified. These are also data centers of Dutch providers, on Dutch soil.

- The SecureStorage can only be accessed via a Virtual Privat Network (VPN) connection. The Supplier who uploads the data is the only one who receives login credentials (password, username) from us. He receives these credentials via separate channels (email and SMS).

- Behind the VPN, the Depots are uploaded using Secure FTP (SFTP). The Business Data Deposit that is uploaded by the Supplier is no longer accessible to the Supplier after completion of the upload.

- Before a Depot is placed with us, it is encrypted by the Supplier. The encryption tool and the encryption key used for this are determined by the Supplier (possibly in consultation with his customers). The encryption key is NOT shared with STES, but with the Beneficiary. This creates a situation in which STES is the custodian of encrypted data, but can not access it themselves. If STES has to hand over the Deposit in the context of the continuity scheme (to the Beneficiaries in the relevant scheme), this encrypted deposit will be delivered. The Beneficiary can then access the data himself with the encryption key he has received from the Supplier.

5. Rights of the data subject

The rights described below apply solely to the Contact Details as described earlier in this statement.

Regarding the data that may be part of the Deposit Business Data, as also described in chapter "Storage and Security", STES can not grant the described rights for the simple reason that STES itself does not have access to this data.

If a Beneficiary terminates his participation in the continuity scheme, or if the arrangement as a whole is terminated, the Deposits Business Data will be destroyed. The online destruction is done with the command Wipe (pass 4) with which files are safely removed from magnetic media.

Information and access

If you want to know whether, and if so, which data STES has recorded for you, then you have the right to request it from us. You will then receive an overview of your data.

Rectification

Are the data we keep not correct, or have your data changed? Then you have the right to have this adjusted by us.

Portability

If you need the data we keep from you, or if you switch to another party where you wish us to transfer your data to, we will do it for you.

Erasure

If you do not want STES to keep your data, you are entitled to have your data deleted by us.

Object

If you'd like STES no longer to use your data, you can let us know. We will then stop using your data.

If you want to use one of the above rights, you can contact us via email, telephone and mail. Our details are listed in the last chapter of this document: "How can you reach us?".

6. Obligations

STES uses the aforementioned data on the basis of a legitimate commercial interest. The data is necessary to be able to offer our services and to be able to execute our agreed services.

The information we request is the minimum information required for our work, such as name, email address, telephone numbers and office addresses. Without this information we can not inform you about the course of our services.

If the execution of our work entails that we share your data with other parties involved in the same service / agreement, insofar as this has not already been included in the agreement, we will inform you about this.

If we consider it necessary to share your data with other parties that are not directly involved (Supplier / Beneficiary) in the same service / agreement as you, we will always ask your permission in advance.

STES reserves the right to disclose the information when required by law or when STES deems it justified to comply with a legal request or to protect the rights, property or safety of STES. In doing so, we always try to respect your right to privacy as much as possible.

7. How can you reach us?

For all questions or comments regarding the way in which we deal with your data, or with requests for changes to your data, you can contact us via the following channels:

If you submit a request for inspection, rectification, transfer, removal or termination, we will ask you to identify yourself with a copy of a recognized proof of identity.

Our website: https://escrow.softcrow.com/nl/contact-met-softcrow/
Email: privacy@softcrow.com
Phone: +31 20 696 2050

Or via the traditional mail:

Softcrow Trusted Electronic Services BV
Hettenheuvelweg 8
1101 BN AMSTERDAM-ZUIDOOST
The Netherlands

8. Finally

Onze Privacy Statement can and will be changed as a result of changes in our work, changing insights or legal changes. Therefore we advice to read and review our Privacy Statement every now and then. You can do this by asking us for the most recent version, by downloading the most recent version from our website, or by reading it online.