

KANBANA PRIVACY POLICY

1. What is covered in this policy?

Your privacy is important to us, and so is being transparent about how we manage your data. The purpose of the privacy policy is to help you understand how we collect, use, and share information about you.

Kanbana offers a set of products including our website, web app, and mobile apps, which help you manage your life. We refer to all of these products as "Service" in this policy. When we refer to "Kanbana," "we," or "us" in this policy, we mean Kanbana ApS which controls the information we collect when you use our Service.

If you do not agree with this policy, do not access or use our Service or interact with any other aspect of Kanbana

2. What information do we collect about you?

We collect information when you provide it directly to us and automatically when you are using our Service, as further described below.

2.1. Information you provide directly to us

- **Account Information:** When you register for an account we collect your e-mail and password that acts as your credentials to sign in and use the service.
- **User Content:** When you use our Service we collect and store all the content that you post including board, stage and task data. This content includes any information about you that you may choose to include.
- **Customer Support Data:** Our Service include chat and e-mail customer support. We collect and store all information you choose to provide including text, screenshots, screen recordings or video recordings that would be helpful in resolving the issue.

2.2. Information we collect automatically

When you use our Service we collect the following information automatically:

- **Timestamps:** when you choose to create, update or delete a board, stage, task or any other item we collect the date and time when this happen.
- **Usage tracking:** We collect information about your navigation and actions you take when using the Service. As an example if you visit the purchase screen,

navigates to “Kanbana Premium” and touches the purchase button this is tracked not matter if you complete the purchase or not.

- **Device and Connection Information:** We collect information about your device model, operating system, browser type, IP address, URLs of referring/exit pages and device identifiers. If you are using the mobile app and the app crashes we collect crash data as well.
- **Cookies:** Kanbana and our third-party partners, such as our support and analytics partners, use cookies and other tracking technologies.

3. How do we use information we collect?

- **Account information:** Your email acts as your primary identifier that is used when signing in to the Service on a new device. Your email is also used as communication channel in cases where you start a conversation with us. With your explicit consent we also sends newsletters to you.
- **User Content:** Board, stage and task content is your own private content and is never analysed or mined in any way. The number of accounts, boards, stages and tasks and when they are created acts as data for aggregated KPI's.
- **Customer Support Data:** Customer support data is primarily used for solving problems but since this also acts as a channel for customer feedback this also acts as data for continuously analysing customer requirements.
- **Timestamps:** timestamps are collected in order to make the data synchronization mechanism work.
- **Usage Tracking:** the purpose of usage tracking is to continuously observe user behavior trends and continuously optimize the Service going forward.
- **Device and Connection Information:** the purpose of collecting device and connection information has several purposes. Since Kanbana is only free to use on a single device we identify each device in order to manage this restriction. Next device information help us provide an effective customer support since technical issues often depends on your device information. Finally device information is collected each time the App crashes with the purpose of finding the root cause and fix the underlying problem.
- **Cookies:** Cookies are used to provide tracking and support functionality and to recognize you across different devices.

4. How do we share information we collect?

Kanbana make use of certain third party services when it comes to tracking, error monitoring and customer support. Therefore we share information about you to third party services in the ways discussed below. But we do not or have no intention of selling information about you to advertisers or other third parties.

4.1. Sharing with third parties

In order to provide customer support and identify you in our customer support system we share your email with our third party customer support provider. Device and Connection information and basic usage tracking is also shared in order to provide an effective customer support experience. Since usage tracking is provided by a third party service we also share usage tracking data with third parties.

5. How do we store and secure information we collect?

5.1. How we store and secure data

We use hosting service providers in Europe to host the information we collect and use proven databases to persist and secure your data. We use SSL when communicating between systems in order to increase communication security and minimize the risk of man in the middle attacks. We hash passwords before they are persisted to minimize the risk of revealing your password to anyone but yourself.

5.2. How we restrict access to data

Internally in Kanbana ApS only a few designated people have access to the databases and we only access User Content with the customer's explicit consent. This can be relevant in special support cases where the User Content is part of problem solving.

5.3. How long we keep data

We keep all your data until you explicitly ask us to delete all your data. When you delete boards, stages or tasks we soft delete these items so that they are out of sight. But in order to provide the ability to restore deleted items we still keep deleted items.

6. How to access your information?

You have the right to request a copy of your information. To do so contact us through the normal support channels or write an e-mail to support@kanbana.com and we will fulfill the request within a reasonable timeframe.

7. Other relevant information

7.1. Changes to our Privacy Policy

We will post any privacy policy changes on this page and, if the changes are significant, we will give you a notice within the App or by sending you an e-mail notification.

If you disagree with any changes to this privacy policy, you will need to stop using the Service and close your accounts.

7.2. Contact Us

Your information is controlled by Kanbana ApS. If you have questions or concerns about how your information is handled, please direct your inquiry to Kanbana ApS.

Kanbana ApS
Inge Lehmanns Gade 10
8000 Aarhus C
E-Mail: support@kanbana.com