

StonikByte Privacy Policy

Effective Starting Date: February 9, 2026

By using our Products, you acknowledge that you have reviewed the terms of our End User License Agreement (EULA) and this StonikByte Privacy Policy (**Privacy Policy**), have the authority to act on behalf of any person for whom you are using the Products, and agree that we may collect, use, and transfer your Data in accordance with this Privacy Policy. If you are using our Products on behalf of a company, then you acknowledge that you are binding your company to this Privacy Policy.

This Privacy Policy applies to our Customers. It is the responsibility of the Customer to determine whether this Privacy Policy is consistent with its own treatment of end user data.

1. Terms and scope

- 1.1 **Company** means limited liability company "STONIKBYTE SRL" (Reg. ID J40/13900/22.11.2011) with headquarters in Str. Mihail Sebastian, Nr. 37C, Ap. 10, Sector 5, Bucharest, Romania. The terms "**we**", "**us**" and "**our**" when used in this Privacy Policy are a reference to the Company.
- 1.2 **Customer** means a direct customer of the Company, a visitor of our public websites, an end user of our Product(s), or a legal entity that is the licensee or user of our Product or service. The terms "**you**", "**your**", and "**yours**" refer to the Customer.
- 1.3 **Cloud Apps** mean software applications or extensions developed and provided by us for various cloud-based platforms, including but not limited to Atlassian Jira, Atlassian Confluence, and Azure DevOps Services.
- 1.4 **Data** means Personal Information and User Data.
- 1.5 **Personal Information** Means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in material form or not.
- 1.6 **Product** means software or services owned, developed, and sold by us.
- 1.7 **Server Apps** mean downloadable products developed and provided by us that are installed in a server or data center instance of the applicable software product, such as Atlassian Jira Data Center or Atlassian Confluence Data Center, and are hosted and managed by the Customer.

1.8 **Supervisory Authority** means the authority with primary responsibility for dealing with the relevant data processing activity.

1.9 **Unsolicited Information** includes any unsolicited communications submitted by you to the Company.

1.10 **User Data** means all information collected passively or actively from Customers that does not constitute Personal Information.

This Privacy Policy applies to both Personal Information and non-Personal Information collected through our websites or Products.

2. Data collected on our websites

2.1 Any data entered on the Company website (<https://stonikbyte.com>) or on any other Company-operated sites, including but not limited to the Company blog, support portal, trust center, or similar platforms, is used solely for the purposes indicated. Except as described in this Privacy Policy, we do not share personal information, including email addresses, with third parties.

2.2 We use Google Analytics to collect usage statistics and better understand how visitors interact with our websites. Google Analytics uses cookies and similar technologies to transfer certain information to Google servers. Additional details are available in the Google Analytics Terms of Service.

3. Data collected from your use of our Server Apps

3.1 No Personal Information or data stored on Customer-managed server or data center installations is made available to us when you install or run Server Apps.

3.2 Server Apps do not transmit data from your servers, nor from client browsers, to us or to any third party.

4. Data collected from your use of our Cloud Apps

4.1 Unless specifically noted below, we do not store Customer data ourselves. Instead, such data is stored in the hosting cloud platform (e.g., Jira Cloud or Azure DevOps Services) in which our Product runs. Data stored in the hosting platform is governed by the privacy policy of the respective platform provider.

4.2 Exceptions applicable to all Cloud Apps:

- 4.2.1 **Account Data:** We may store limited data provided or generated by the hosting cloud platform that is required for license validation, contract administration, and communication with the Customer instance. This may include information such as site URL, extension ID, or app key. This data is used solely to operate and improve our services.
- 4.2.2 **Session Data:** We may store anonymised data resulting from the Customer's use of the Product, such as usage statistics or cached processing results required to ensure Product performance. This data does not allow identification of individual end users.
- 4.2.3 **Error Logs Data:** We may collect error logs generated by Cloud Apps during execution in end users' browsers. These logs may include technical identifiers such as site URL, extension ID, or app key and are used exclusively to diagnose and improve Product reliability.
- 4.2.4 **Metrics:** Application metrics may be collected for monitoring, analysis, and reporting purposes. Metrics include anonymised organizational data only and do not contain individual personal data.

5. Data collected from third parties

- 5.1 We may receive information about you, including Personal Information, from third-party platform providers. For example, when you purchase a Product through the Atlassian Marketplace, Atlassian may provide technical or billing contact information via its Sales API or vendor reports. Please refer to the respective platform provider's privacy policy for details on how they process your information. We do not share this information with other parties; however, we may use the provided contact details to communicate with you regarding our Products and services.

6. Unsolicited information

- 6.1 Unsolicited User Data submitted to us will be handled in accordance with this Privacy Policy.
- 6.2 If unsolicited Personal Information is received and we determine that it could not have been collected in compliance with this Privacy Policy, we will destroy or de-identify it as soon as reasonably practicable.

7. Data location and security

- 7.1 Our Cloud Apps are hosted in Amazon Web Services (AWS) data centers. We are

responsible for provisioning, monitoring, and maintaining the infrastructure required to support our Cloud Apps.

- 7.2 We implement comprehensive organizational, technical, and administrative safeguards and take all possible steps to protect your Data. Access to Personal Information is strictly limited to individuals with a legitimate business need and is permitted only in an authorized manner. All such individuals are bound by confidentiality obligations.
- 7.3 HTTPS and SSH are the only protocols available for access to our cloud infrastructure. SSH access is restricted to authorized Support Engineers.
- 7.4 When Server Apps are used, responsibility for securing access to data rests with the Customer. We strongly recommend enabling encryption in transit (e.g., HTTPS) and restricting access to databases and storage systems.
- 7.5 Additional information about our security practices is available at <https://trust.stonikbyte.com>.

8. Data retention

- 8.1 We retain Personal Information only for as long as necessary to fulfill the purposes for which it was collected.
- 8.2 Where required by applicable law, certain data may be retained for longer periods. In such cases, we continue to protect the data in accordance with this Privacy Policy.

9. How we use your data

- 9.1 We collect and use Personal Information for legitimate business purposes, including providing Products and services, communicating with Customers, fulfilling transactions, responding to inquiries, sending product-related communications, managing feedback and complaints, complying with legal obligations, and improving our Products and services.
- 9.2 Failure to provide required Personal Information may prevent us from providing certain Products or services.

10. Disclosure of Data

- 10.1 We do not disclose your Data to third parties except at your request or as described in this Privacy Policy.
- 10.2 We may disclose Data without further notice where required by law or in connection with business transfers such as mergers or acquisitions, provided appropriate safeguards are maintained.

11. Making a complaint

- 11.1 You have the right to lodge a complaint with the relevant Supervisory Authority regarding our handling of your Data.
- 11.2 We encourage you to contact us first so we can attempt to resolve the matter. We will respond within 30 days.

12. Survival

- 12.1 This Privacy Policy survives termination of the EULA and remains in effect until all Data has been deleted.

13. Termination

- 13.1 Upon termination, Data will be deleted unless retention is required by law. Where deletion is not possible, we will maintain confidentiality and cease active processing.

14. Changes to the Privacy Policy

- 14.1 We may update this Privacy Policy from time to time. Changes become effective upon publication. Continued use of the Products constitutes acceptance of the updated Privacy Policy.

15. Contact

- 15.1 For questions regarding this Privacy Policy or our information practices, contact us at office@stonikbyte.com.