Privacy Policy for enosix Applications

Effective Date: December 1st, 2024

enosix, Inc. ("enosix") is committed to safeguarding the privacy of users of our applications that provide real-time integration to SAP systems. This Privacy Policy outlines how enosix handles data in connection with our applications, ensuring transparency and compliance with applicable privacy regulations.

1. Data Collected

Our applications operate under the control of the customer and interact with the customer's SAP systems via the enosix BTP Cloud Proxy and/or API platforms. enosix does not directly store, process, or access customer data from SAP systems. However, we may collect the following types of data:

Usage Data: Metrics related to application performance, system usage, and transaction volume.

Error Data: Logs or diagnostics information necessary to resolve system errors or troubleshoot operational issues.

This data does not include customer-specific business data (e.g., financial, employee, or personal data stored in SAP systems).

2. How Data is Used

The collected data is used for the following purposes:

- Supporting the customer’s operation of services.
- Diagnosing and resolving system errors.
- Improving the reliability, performance, and functionality of the enosix applications.

3. Data Sharing

enosix may share the collected data with third parties solely for the purposes mentioned above. Specifically:

- **Service Providers:** Third-party vendors assist with processing error and usage data to ensure optimal performance and reliability. These vendors are bound by confidentiality agreements and are not authorized to use the data for any purpose outside of the services provided to enosix. We only allow service providers to handle your data if we are satisfied, they take appropriate measures to protect your data.

enosix does not sell, rent, or otherwise share data with advertisers or unrelated third parties.

4. Data Transfer, Storage, and Security

- **Data Transfer:** Data collected by enosix applications may be transferred and processed outside the customer's system of engagement (e.g., ServiceNow, Salesforce, or commerce system) to enosix servers or third-party service providers for diagnostic and operational purposes.
- **Data Storage:** Collected data is stored in secure environments that comply with industry-standard practices and applicable data protection regulations.
- **Data Security:** enosix implements robust security measures to safeguard collected data, including encryption, access controls, and regular security audits.
- **Data Retention:** enosix will keep your data for as long as necessary to fulfill the purposes for which it was collected and in accordance with any applicable laws.

5. Customer Control and Responsibilities

As enosix operates under customer control:

- Customers are responsible for configuring and managing their integration systems.
- Customers retain ownership and full control over the data within their SAP systems and systems of engagement.

6. Compliance with Regulations

enosix complies with all relevant privacy and data protection laws, including but not limited to:

- The General Data Protection Regulation (GDPR) for EU customers. For more information, please see Section 18 of our Privacy Policy: https://enosix.com/enosix-privacy-policy/
- The California Consumer Privacy Act (CCPA) for U.S. customers. For more information, please see our California Privacy Policy: https://enosix.com/enosix-california-privacy-policy/
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Customers may contact enosix at any time for assistance or inquiries related to privacy and data handling practices.

7. Updates to this Privacy Policy

enosix may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We will notify customers of significant updates and ensure the revised policy is accessible through our applications.

8. Contact Information

We welcome your questions, comments, and requests regarding this privacy policy and our privacy practices. Please contact our Privacy Officer by:

- Sending us physical mail at: 250 E Fifth Street, Suite 1500, Cincinnati, Ohio 45202

- Emailing us at: privacy@staging-enosix-staging2023.kinsta.cloud

We have procedures in place to receive and respond to complaints or inquiries about our handling of personal information, our compliance with this policy, and with applicable privacy laws. To discuss our compliance with this policy, please contact our Privacy Officer using the contact information listed above.

If you would like this notice in another format (for example, audio, large print, or braille) please contact us via the methods set forth above.

Thank you for trusting enosix to support your SAP integration needs. Your privacy is our priority.

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