ISEC7



Privacy Policy

ISEC7 MAIL

ISEC7 Software GmbH

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1 Privacy Policy

1.1 About This App

This service (hereinafter “App”) is provided by ISEC7 Software GmbH (hereinafter “we” or “us”) as the data controller within the meaning of applicable data protection law.

With ISEC7 MAIL, you can—as an assistant to colleagues or supervisors, or as a team member with the appropriate permissions, use your smartphone or tablet at any time to reply to your supervisors’ emails, access communications in functional mailboxes or public folders, and confirm and edit appointments.

ISEC7 MAIL enables mobile access to Microsoft® Exchange and Microsoft 365

- “third-party” mailboxes for email, calendars, contacts, notes, and tasks
- Functional mailboxes and team calendars
- Public folders (such as email, calendar, contacts, notes, and tasks)
- Use of Microsoft Outlook shared calendars
- Access to Microsoft Exchange archives
- PBX integration for voicemail and calls (Exchange-integrated)
- Read and write access corresponding to the permissions in Outlook
- Outlook-like functions such as
  - Creating, editing, and deleting
  - Setting priorities and categories
  - Sending on behalf of
  - Tracking
  - Creating and editing recurring appointments
- Day and Agenda Views for Calendars

You can view this privacy policy at any time under the following menu item:

- iOS: “Settings/About ISEC7/Privacy Policy”
- Android: “Info button (i)/Privacy Policy”

1.2 Data Controller pursuant to Art. 4(7) of the GDPR

The data controller within the meaning of the General Data Protection Regulation (GDPR) is ISEC7 Software GmbH
Schellerdamm 16
21079 Hamburg
Phone: +49 40 325076 0
Email: info@isec7.com

1.3 Contact the Data Protection Officer

You can reach our Data Protection Officer at Datenschutz@isec7.com or at our mailing address with the note “Data Protection Officer.”

1.4 What is personal data?

Personal data is any data that can be linked to you personally, such as your name, address, email addresses, user behavior, and user IDs—in other words, any data through which you can be identified directly or indirectly.

1.5 Information Collected During the Download

When you download the app, certain information is transmitted to the app store you have selected (e.g., Google Play or the Apple App Store); in particular, your username, email address, account number, the time of the download, payment information, and the unique device identifier may be processed. The processing of this data is carried out exclusively by the respective app store and is beyond our control.

1.6 General Use of the App

Our app is available via the Google Play Store on Android devices and via the App Store on Apple devices.

Two different usage modes are available:

1.6.1 Free Mode (iOS only)

When using the app in Free Mode, no data is transmitted and no connections are established that are not directly related to the app's functionality.

1.6.2 Company Mode

When using the app in Company Mode, we collect the following data, which is not personally identifiable, for license verification purposes.

- Your device identifier
  - iOS Vendor ID
  - Android (randomly generated ID)
- Your operating system version
- App version
- Date and time of the request
- Notification of successful retrieval
- Domain of the email address used for license verification

The app does not collect location data and does not use any tracking tools.

This data is automatically transmitted to us every 24 hours. Once the query is successful, no further queries will be made within that time period. The transmission is encrypted. The data is collected (1) to provide you with the service and its associated features; (2) to improve the app's functions and performance; and (3) to prevent and eliminate misuse and malfunctions.

This data processing is justified by the fact that (1) the processing is necessary for the performance of the user agreement between you as the data subject and us pursuant to Art. 6(1)(b) GDPR for the use of the app, or (2) we have an overriding legitimate interest in ensuring the functionality and error-free operation of the app and in being able to offer a service that meets market demands and user interests, Article 6(1), first sentence, lit. f of the GDPR.

1.6.3 Error Analysis

If the app malfunctions, you can generate log files to analyze the issue. These log files can only be sent by the user.

You can delete local logs for error analysis yourself at any time in the app’s settings.

1.7 Permissions

When using our app, you can perform, enter, manage, and edit various information, tasks, and activities on your mobile device. To enable this, ISEC7 MAIL requires access to your company’s Microsoft Exchange Server and access to your Microsoft Outlook mailboxes via your mobile device, such as smartphones and tablets.

The app therefore requests the following permissions:

- Read contacts (iOS/Android)
- Modify contacts (iOS/Android)
- Access content for attachments (iOS/Android)
- Read SD card content (Android)
- Full network access: Required to connect to the Internet, your company’s Exchange server, and our servers (iOS / Android)
- Run at startup (Android)
- Receive Internet data (iOS/Android)
- Push notifications: To remind you of appointments or notify you of incoming emails, etc., the app would like to send you notifications (iOS/Android)
- Allow synchronization: To continuously synchronize the information in the app with that on your company’s Exchange server (iOS/Android)
- Background updates (iOS/Android)
- Ignore battery optimization (Android)

Permissions may be added or removed with updates to ISEC7 MAIL.

Some of these permissions are automatically enabled after installing the app. You can enable or disable these permissions at any time through your mobile device's settings and/or the app's settings. If you disable certain permissions, the app's functionality will be limited.

If the app requests your consent before using a permission, the legal basis for data processing carried out in this regard is your consent, Art. 6(1)(a) GDPR. You may revoke consent that has already been given at any time by changing the permission setting.

To the extent that the permission and the associated data processing are necessary for the fulfillment of the user agreement—that is, for the provision of the app’s functionalities described in the user agreement—the legal basis is Article 6(1)(b) of the GDPR.

To the extent that the permission serves your convenience when using the app or helps us improve the service, the legal basis for data processing is our legitimate interest, Article 6(1), sentence 1, subparagraph f of the GDPR. You may also object by changing the permission settings.

1.8 In-App Purchases/License Management

The iOS version of the app allows you to switch from the free version to the Premium subscription at any time within the app. When you purchase the subscription, this information is transmitted to your iTunes account, and the subscription fee will be charged to your account.

The Android version of the app requires your license key for activation. You will be prompted to enter this automatically after installing the app.

1.9 Recipients of Data

Your personal data will not be disclosed without your express prior consent, except in the cases explicitly mentioned in this Privacy Policy or when it is legally permitted or required. This may be the case, for example, if the processing is necessary to protect the vital interests of the user or another natural person.

1.10 Products and Accounts Provided by Your Organization

If you use ISEC7 MAIL with an account provided by an organization affiliated with you, your use of the ISEC7 MAIL application is subject to your company's policies.

1.11 Transfer to Third Countries

The data generated when using the app is processed exclusively on servers in Germany or another EU/EEA member state.

1.12 Your Rights as a Data Subject

1.12.1 Right of Access

Pursuant to Article 15 of the GDPR, you have the right to request information from us at any time regarding whether and, if so, which personal data concerning you we process. To do so, you may submit a request by mail or email to the address provided above (Section 2).

1.12.2 Right to Rectification of Inaccurate Data

Pursuant to Article 16 of the GDPR, you have the right to request that we promptly rectify any personal data concerning you if it is inaccurate. Please use the contact information provided above.

1.12.3 Right to Erasure

You have the right, under the conditions described in Article 17 of the GDPR, to request that we delete your personal data. These conditions provide, in particular, for a right to erasure if the personal data is no longer necessary for the purposes for which it was collected or otherwise processed, as well as in cases of unlawful processing, the existence of an objection, or the existence of an obligation to erase under Union law or the law of the Member State to which we are subject. To exercise your right to erasure, please contact us using the contact information provided above.

1.12.4 Right to Restriction of Processing

You have the right to request that we restrict processing in accordance with Article 18 of the GDPR. This right applies in particular if the accuracy of the personal data is disputed between the user and us, for the duration required to verify its accuracy, as well as in the event that the user requests restricted processing instead of erasure when an existing right to erasure applies; furthermore, in the event that the data is no longer necessary for the purposes we pursue, but the user requires it for the establishment, exercise, or defense of legal claims, as well as when the successful exercise of an objection between us and the user is still in dispute. To exercise your right to restrict processing, please contact us using the contact information provided below.

1.12.5 Right to Data Portability

You have the right to receive from us the personal data concerning you that you have provided to us in a structured, commonly used, machine-readable format in accordance with Article 20 of the GDPR. To exercise your right to data portability, please contact us using the contact information provided above.

1.12.6 Right to Object

You have the right to object at any time, on grounds relating to your particular situation, to the processing of your personal data carried out, among other things, pursuant to Article 6(1)(e) or (f) of the GDPR, in accordance with Article 21 of the GDPR. We will cease processing of your personal data unless we can demonstrate compelling legitimate grounds for the processing that override your interests, rights, and freedoms, or if the processing is necessary for the establishment, exercise, or defense of legal claims.

1.12.7 Right to File a Complaint

You have the right to lodge a complaint with a supervisory authority regarding our processing of your personal data. The supervisory authority with jurisdiction over us is:

The Hamburg Commissioner for Data Protection
Ludwig-Erhard-Str 22, 7th Floor
D-20459 Hamburg
https://datenschutz-hamburg.de/

However, you may also contact any other supervisory authority.

1.13 Contact

When you contact us via email, we will store the data you provide (your email address, your name if applicable, and/or other contact information) in order to answer your questions and address your concerns. The legal basis for this is Article 6(1)(a) GDPR. To the extent that the information you provide relates to additional communication channels (such as your phone number), you also consent to our contacting you via all specified communication channels to address your inquiry. You may, of course, revoke this consent at any time with future effect.

The data we have received from you in connection with your inquiry will be deleted as soon as it is no longer needed to fulfill the purpose for which it was collected, your inquiry has been fully processed, and no further communication with you is required or desired by you, and any applicable statutory retention periods have expired.

1.14 Changes to This Privacy Policy

We reserve the right to amend this Privacy Policy from time to time to reflect changes in the processing of your personal data or to align it with the latest technological standards. You can view the current Privacy Policy at any time under the following menu item:

- iOS: “Settings/About ISEC7/Privacy Policy”
- Android “Information button (i)/Privacy Policy”