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1 Security policy

Our Security policy describes:

1.1 Network and Application security

Measures implemented to prevent unauthorized access, use, alteration or disclosure of customer data.

1.2 Product security

Measures implemented to secure data portability, privacy by design, access management and password security.

1.3 Internal security

Measures implemented to educate our employees.

Bitabiz is committed to maintain our Security policy and we must continuously seek to improve the protection of our customers.

1.1 Network and application security

Data Hosting and Storage

Bitabiz is hosted in the cloud. We do not run our own routers, load balancers, DNS servers, or physical servers. Bitabiz services and data are hosted at Microsoft Azure in the EU

Security

Cloudflare

Our Azure Cloud Services and Virtual Machines is protected by Cloudflare web application firewall (WAF). Bitabiz is protected against all important safety risks. Bitabiz WAF is certified by the PCI Security Standards Council.

All data sent to or from Bitabiz is encrypted in transit using 256-bit encryption. Our API and application endpoints are TLS only. We automatically use the newest TLS version when supported by the clients.

Bitabiz is HSTS (HTTP Strict Transport Security) enabled and all requests are forced to use https.

Microsoft Azure

Bitabiz Azure databases are encrypted with Encryption-at-rest by default and the database encryption key is protected by a built-in server certificate.

Microsoft Antimalware are installed on our Azure Cloud Services and Virtual Machines.

Login to our production environment is only via Microsoft Azure Just-in-Time that provide audit logs for all activity.

Bitabiz is delivered via Microsoft .NET technology platform. Our Microsoft resources like MS SQL are always updated with the latest security updates.

Platform monitoring, Pentests and Vulnerability Scanning

Bitabiz use Rapt7 to continuously scan for vulnerabilities. This enables us to identify and remove vulnerabilities.

Bitabiz uses New Relic real-time platform monitoring. This enables us to monitor performance and quickly identify errors.

1.2 Product security

SAML 2.0

Single Sign-on (SSO) allows your company to authenticate users in your own systems without requiring them to enter login credentials to Bitabiz.

Manual Password and Credential Storage

Password based authentication; user passwords are encrypted using the protocol SHA1 or later version.

SCIM

User provisioning allows your company to control and manage user creation and access control from your own systems.

User role Permissions (privacy by design)

Bitabiz has build in settings and permission management.

Permission roles include:

- System admin

- Global payroll admin
- Local Payroll admin
- External admin
- HR statistics
- Approver role
- User role

Settings management:

- Default settings
- GDPR setting
- User settings

Data Portability and Data Management

Bitabiz has built in tools that allow the customer to respond to employee requests to delete personal information, if this information is no longer relevant.

1.3 Internal security

Training

All employees are informed of our security policy.

Policies

Our setup does not allow our staff to access business resources outside our implemented security policy.

Employee Vetting

Bitabiz performs background checks on all new employees including employment verification and criminal checks for Danish employees.

Confidentiality

All employee contracts include:

- a confidentiality agreement.
- GDPR code of conduct policy.

Internal permissions and authentication

- Access to customer data is limited to authorized employees who require it for their job.

- Bitabiz have a Single Sign-On (SSO) policy to all business resources. SSO is a requirement for implementing a business resource. We manage resource access from one central portal. Access to a resource is only granted if relevant for the job function.
- We monitor and Audit log login to all company resources.
- All actions taken on production consoles are logged.
- We have strong password policies.

Data protection officer

Bitabiz has appointed an internal data protection officer. The employee is responsible for QA our data security and data protection program.

The employee report to the board of directors on security and data compliance matters.

Audit

Bitabiz employees must enable and contribute to audits, including inspections carried out by our customers or another auditor that has been authorized by the customer.

Hardware

All employees have company paid PC and Mobile secured with company managed firewall and security scan.

PCs are wiped every year. Data must only be saved on company managed Sharepoint/Onedrive.

Bitabiz Security Policy accompanies Bitabiz terms & conditions (System2 25.05.2018).

2 Sub processor policy

Bitabiz engages selected sub processors that may process personal data submitted to Bitabiz services.

A Bitabiz sub processor must meet and comply with:

- EU GDPR regulation regarding processing of personal data as specified in article 28.

If the sub processor is processing data in USA the sub processor must comply with:

- EU-U.S. and Swiss-U.S. Privacy Shield Framework.

Sub processors used by Bitabiz are listed below. The list may be updated by Bitabiz from time to time:

Sub processor	Purpos of using the sub processor	Place of data processing	Note
Intercom	Online support	USA	GDPR compliant DPA signed with the sub processor SOC 2 certification EU-U.S. and Swiss-U.S. Privacy Shield framework
Microsoft AZURE	Hosting	EU	EU-U.S. and Swiss-U.S. Privacy Shield framework
Sendgrid	E-mail gateway	USA & EU	SOC 2 certification EU-U.S. and Swiss-U.S. Privacy Shield framework
New Relic	Infrastructure monitoring	USA & EU	SOC 2 certification EU-U.S. and Swiss-U.S. Privacy Shield framework
Cloudflare	Traffic optimization and Web application firewall (WAF)	USA & EU	PCI DSS certified EU-U.S. and Swiss-U.S. Privacy Shield framework
Linkmobility	SMS gateway	EU	IASE3402 Type II certified
Slack	System monitoring	USA	Certified under the EU-U.S. privacy framework SOC 2 certification
Rapit7	Vulnerability scanning	EU	Certified under the EU-U.S. privacy framework SOC 2 certification

Bitabiz Sub Processor Policy accompanies Bitabiz Terms & Conditions (System2 25.05.2018).

3 Support policy

- Access to online support is provided 24 hours per day, 7 days per week.
- Bitabiz response to support requests are delivered within normal business hours. 8.00 pm – 17.00 am (CET / GMT +1).
- Online support is available to customers and non-paying customers.
- Support services include setting up customer accounts.
- Target response time within normal business hours on a support request is 15 minutes.
- Bitabiz support agents are instructed not to offer support related to internal company policies. And not to receive personal data like password or payroll related information.

Bitabiz Support Policy accompanies Bitabiz Terms & Conditions (System2 25.05.2018).

4 Pricing policy

We invoice based on:

1. the Bitabiz modules activated to your subscription,
2. the number of employees (active users*) added to your Bitabiz account,
3. the number of SMS messages** sent,

These are the “Pricing Metrics” that are used to calculate your invoice. We invoice each quarter in advance based on what your Pricing Metrics were on the last day of that quarter.

Payment deadline from invoice date 14 days.

*Inactive users are not part of the “Pricing Metrics”. History/ data on inactive users can be saved or deleted according to local legislation requirements.

**SMS messages are invoiced based on actual consumption the previous quarter.

The customer has access to manage the “Pricing Metrics” by activating or deactivating modules and users.

Subscription remuneration indexed by DST published January. The amendment regulates subscription remuneration from the nearest following 1. April.

Bitabiz Pricing Policy accompanies Bitabiz Terms & Conditions (System2 25.05.2018).

5 Data collect policy

Bitabiz account registration and contact information.

We collect information when an account is registered with the intent to use or test our services.

The information you provide include: first and last name, company name, department, e-mail address, preferred account settings.

You may also provide us your phone number and billing information.

Data you may choose to collect using our service.

You may submit various types of information and data into our Services for hosting and processing purposes. Data may include:

Personal data that can be registered in Bitabiz:

- The employee name
- E-mail
- Phone number
- Hiring/ termination date
- Date of birth
- Private address
- Department
- Manager / approver
- Private car registration no.
- Employee & salary no.
- Tags
- Collective agreement
- Employee documents

Types of registrations that can be registered on an employee in Bitabiz:

- Vacation
- Sick days
- Time off & overtime
- Custom leave types
- Custom event types
- Time registrations
- Mileage registrations

Bitabiz Data Collect Policy accompanies Bitabiz Terms & Conditions (System2 25.05.2018).

6 Cookie policy for bitabiz.com – the service

Our cookie policy for our service is:

- We use first party and third-party cookies.
- We only use cookies if required for technical reasons in order for our service and platform to operate.
- We only use cookies we see as “strictly necessary”.

This is described in more detail below.

How is Bitabiz using cookies?

We use cookies to recognize you when you visit our services, remember your preferences, and give you a personalized experience that’s consistent with your settings.

Cookies we use also make your interaction with our service faster and more secure.

The different categories of cookies we use

Categories of Use	Description
Authentication	If you’re signed in to our Services, cookies help us show you the right information.
Security	We use cookies to enable and support our security features.
Preferences, features and services	Cookies can tell us which language you prefer and which settings you last used on team calendar.
Marketing	<p>We do not use any cookies for marketing purposes on our domain bitabiz.com (our service).</p> <p>We do use marketing cookies on our domain bitabiz.dk (our marketing website. Please see our cookie policy for our domain bitabiz.dk for more information regarding this)</p> <p>On our bitabiz.com domain we use cookies to remove customers from marketing campaigns. These cookies remove the user from marketing campaigns targeted at marketing website visitors.</p>
Performance, Analytics and Research	Cookies help us learn how well our services perform. We also use cookies to understand and improve our services.

Our cookie table for our service (bitabiz.com)

The table provide our cookie list. The list offers transparency into the cookies and similar technologies we use to deliver our service.

The following are first-party cookies used on bitabiz.com:

Domain	Cookie Name	Expiration	Description
bitabiz.com	caltype	Session	Calendar setting for month/ week / day view
bitabiz.com	bitabiz	Session	Storing of language preference
bitabiz.com	BitabizAuthCookie	1 week	Authorization .net session
bitabiz.com	ASP.NET_SessionId	Session	

The following are third-party cookies used on bitabiz.com:

Domain	Cookie Name	Expiration	Description
bitabiz.com	cfduid	1 year	Cloudflare. The __cfduid cookie is used to identify individual clients behind a shared IP address and apply security settings on a per-client basis.
bitabiz.com	utma	2 years	Google analytics to distinguish visitors
bitabiz.com	utmb	30 min	Google analytics to determine new visits
bitabiz.com	utmc	session	Google analytics
bitabiz.com	utmz	6 months	Google analytics for traffic source or campaign
bitabiz.com	ga	2 years	Google analytics to distinguish users
bitabiz.com	gid	24 hours	Google analytics to distinguish users
bitabiz.com	intercom-lou-	9 months	Intercom for identifying visitors
bitabiz.com	intercom-session-	1 week	Intercom session cookie
addin.bitabiz.com	MicrosoftApplicationsTelemetryDeviceId	1 year	Addin / Microsoft Graph API
addin.bitabiz.com	MicrosoftApplicationsTelemetryFirstLaunchTime	1 year	Addin / Microsoft Graph API

Bitabiz Cookie Policy accompanies Bitabiz Terms & Conditions (System2 25.05.2018).

7 Service Level Agreement

1. **Target Availability.** Bitabiz will use commercially reasonable efforts to make our service available with an uptime of 99.8% of each calendar month (“Target Availability”).
2. **Scheduled Maintenance.** “Scheduled Maintenance” means Bitabiz scheduled routine maintenance of the platform. Scheduled Maintenance will not exceed (8) hours per month. Bitabiz typically performs Scheduled Maintenance each week. After 9 am (CET +GMT).
3. **Exclusions.** The calculation of uptime will not include unavailability to the extent due to: (a) use of the Service by Customer in a manner not authorized in this Agreement or the applicable Documentation; (b) general Internet problems, force majeure events or other factors outside of Bitabiz reasonable control; (c) Customer’s equipment, software, network connections or other infrastructure; (d) third party systems, acts or omissions; or (e) Scheduled Maintenance or reasonable emergency maintenance.
4. **Scheduled maintenance and down time** is published on Bitabiz status page: <https://status.bitabiz.com/>.
5. **Back-up.** Azure SQL point in time back-up with one-week retention and weekly backup with 3-month retention. Bitabiz Azure databases are encrypted with Encryption-at-rest by default and the database encryption key is protected by a built-in server certificate.
6. **Incident response plan.** Bitabiz will notify the customers in writing upon verification of any security breach of the Bitabiz services. Notification will describe the breach and the status of investigation. Notifications are given within 48 hours.

Bitabiz Service Level Agreement accompanies Bitabiz Terms & Conditions (System2 25.05.2018).

8. Privacy Policy

This Privacy Policy applies to Bitabiz online platform (bitabiz.com), including the associated Bitabiz mobile apps, Outlook app and Win10 app (collectively, the “**Bitabiz Service**”), and other interactions (e.g., customer service inquiries, user conferences, etc.) you may have with Bitabiz.

Information we collect and receive

Bitabiz collects and receives customer data.

1. When a Bitabiz account is created the following information may be collected:

- **User Data.** Users (employees) or individuals granted access to a Bitabiz account by a Customer (“**Setup Admin user**”) routinely submit Customer Data to Bitabiz when using the Services. Data like vacation requests, time registrations, sick leave registrations, etc.
- **Customer Data.** Bitabiz is also used to collect other customer data. To create or update a Bitabiz account, you or your employer supply Bitabiz with an email address, phone number and other staff/ HR/ payroll related information.
- **Billing information.** Customers that purchase a paid version of the Services provide Bitabiz (or its payment processors) with billing details such as credit card information, banking information and/or a billing address.

Our Data collect policy describe in detail what data may be collected using the Bitabiz service.

2. Bitabiz also collects, generates and/or receives other information:

- **Cookie Information.** Bitabiz uses cookies and similar technologies on our websites and services.
- **Device information.** Bitabiz collects information about devices accessing the services, including the type of device and what operating system is used.
- **Logs.** Our servers automatically collect information when you access or use our services and record it in log files. This log data may include the Internet protocol (IP) address.

[Click here](#) to read our cookie policy.

How We Use Information

The information added to Bitabiz will be used in accordance with the Customer’s instructions. Bitabiz is a processor of Customer Data and the Customer is the controller. The Data Processor Agreement (DPA) govern how Bitabiz shall act as the data processor.

[Click here](#) to read the DPA.

Security

Our security policy describes our:

- Hosting security
- Product security
- Internal security

Read our security policy. [Click here.](#)

International Data Transfers

Bitabiz may transfer Personal Data added to the Bitabiz service to countries other than the one in which you live.

Bitabiz has an EU GDPR compliant data transfer setup:

- data storage inside the EU
- engages only selected sub-processors that may process personal data submitted to Bitabiz services.

Bitabiz sub processor policy. [Click here.](#)

Your Rights

Bitabiz customers have statutory rights in relation to data stored on the Bitabiz service.

Bitabiz provides data management tools to manage and delete personal data according to local law. If you cannot use the settings and tools, contact Bitabiz online support for assistance.

Your rights to your data stored on the Bitabiz service is described in our Terms & Conditions.

Contacting Bitabiz

Please also feel free to contact Bitabiz if you have any questions about this Privacy Policy or if you are seeking to exercise any of your statutory rights. You may contact Bitabiz at bitabiz@bitabiz.com or via online support.