Plesk Technical Support Privacy Policy

Introduction

This Plesk Technical Support Privacy Policy is deemed to demonstrate that our customers' (collectively "you" or "your") privacy is one of Plesk's cardinal objectives, especially when accessing and using our support services. It sets forth the manner and legal commitments which Plesk agrees to maintain in collecting, processing and (where applicable) disclosing information from users of our support tools.

By creating a support request in Plesk via chat, phone or request submission form, you agree to the practices described in this Privacy Policy.

What Personally Identifiable Information (PII) we collect

Plesk collects and stores PII when you register a new account in Plesk Support Ticketing System by submitting us a request. By definition, Personally Identifiable Information is any information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

When registering an account in Plesk Support Ticketing System and during your use thereof, Plesk collects and stores the following information for the sole purpose of setting up and maintaining your account in Plesk Support Ticketing System (the "Purpose"):

- Your name
- Your e-mail
- Your IP address
- Your company name
- Your phone number
- Your server IP addresses
- Access credentials

Plesk does not forward any PII (especially email addresses) to third parties without your express permission, unless bindingly and mandatorily required by the applicable laws or prosecution authorities.

What information is collected automatically?

Plesk collects and stores information about how and when you use the Plesk Technical Support Ticketing System, Phone and Chat service, such as login times, interaction transcripts, call recordings and server access details.

If the request is in any form created on behalf of your end-users (here and after – "Customers") you confirm that this policy is conveyed and confirmed by them.

To comply with GDPR terms, Plesk does not allow utilizing Carbon Copy field (CC) on support webform as its required have explicit consent from any person to provide his/her personal data to Plesk.

Cookies

A cookie is a piece of data stored on your computer, tied to information about you. Plesk may use all kinds of cookies. This may either include cookies which terminate and the erase once you close your browser or log out or cookies stored on your computer for an extended timeframe.

Plesk uses cookies on the Plesk Support Ticketing System or Live Chat websites for the following purposes:

1. **Identification and preferences.** We use cookies to store your session ID after you log in, and to store user interface preferences for the Plesk Support Ticketing System.
2. **Analytics and marketing.** We use cookies from 3rd parties, such as Google and Hubspot, to analyze user activity in order to improve our services, our public marketing campaigns, and advertising.

Cookies used on the Plesk Support Ticketing System or Livechat websites do not contain personally identifiable information (PII).

You can block cookies in your web browser's preferences, though this might disable certain features that you may find convenient.

How we use your personal data

Plesk may use your information as follows:

- **To identify you, provide you technical support services.** The Plesk Support Ticketing System requires user identification to keep track of your incidents created with support. We may also send you notifications regarding the course of investigation, and new updates in overall case progress.
- **To improve quality of our services**. We may invite you to participate in a survey to get your feedback about our technical support services. Such surveys are typically conducted throughout the case processing and after the issue is solved. Additionally, we may use your information (both PII and automatically collected activity data) for internal analysis of Plesk Technical Support Services.
- **To handle requests for 3rd party components integrated with Plesk.** We may create internal requests to the developers of 3rd party components that are working in collaboration with us. Such 3rd party components are Kolab, Acronis, Yola and DigiCert (Symantec). List of 3rd party is subjected to change.

Sharing of information with support tools

In order for Plesk to execute its business processes in a convenient and optimal manner, it may be necessary for certain data to be processed by trusted support tools enclosed but not limited to ones below:

- ZenDesk – major support ticketing system that holds the information of the requests;
- LiveChat – chat handling system that allows to establish real-time communication with the chat means;
- TalkDesk – is a phone support system tool that records and stores calls to and from Plesk Technical Support for Quality Assurance purposes;

These support tools may send email or conduct other activities on behalf of Plesk. However, Plesk only shares such information needed to serve the specific purpose for which these tools were engaged. Plesk ensures that these tools are under similar obligations to maintain confidentiality as Plesk's own employees are and that they will handle your information in the way and to the extend as Plesk itself is permitted to. Plesk does not allow them to use your information for any unauthorized purposes.

Information access & update

You may access and update your account information anytime, to change, correct or delete your name, e-mail, or company name, by logging into the Plesk Support Ticketing System and opening your account properties.

Information retention & termination

Plesk only maintains your PII for as long as it is required to provide the requested technical support services.

Plesk will retain your user account and PII associated with it for as long as any of the following conditions apply:

- Your account has been actively used during the past 36 months.

When your PII is no longer needed to serve the purpose of its collection, Plesk periodically removes the data by terminating the user account and wiping out PII associated with it.

If you wish to terminate your account immediately, you may send us a termination request from the email address associated with your Plesk Support Ticketing System account. The same shall apply if you would like to transfer the information shared with Plesk to 3rd party.

Cross-border disclosure of data

Plesk will only disclose your information abroad if it is necessary for the intended purpose. All recipients of information are asked to agree by contract that they will observe the then-current internationally-accepted data protection regulations. In general, it is Plesk's primary data-protection goal to limit cross-border exchange of information (especially from Europe to the USA) to its absolute required minimum. If the information that you share with Plesk contains PII of individuals from the European Economic Area ("EEA"), you agree that you have the legal authority to transfer the PII to Plesk, including the transfer to countries where the privacy protections and rights of authorities to access personal data may not be equivalent to those in the EEA.

Updates to our privacy policy

Plesk reserves the right to update this Privacy Policy from time to time. We will provide a short summary of changes and latest revision date at the end of the document and encourage you to review this policy from time to time.

By continuing to use Plesk Support Ticketing System, phone support and/or LiveChat after we update our Privacy Policy, you accept the revised Privacy Policy.

If you do not agree with the updated terms, you may request account termination as specified above.

Contact

If you have questions about this Privacy Policy and the procedures in use, you may contact us at privacy@plesk.com

Privacy Policy revision and change log

This Privacy Policy has version 1.01 and was last updated on 2018-02-27.