

# Privacy Policy

This privacy policy explains which data Infscope UrBackup Appliance collects and how it is used.

## Data we collect

To use Infscope UrBackup Appliance you have to create an account. During account creation following data is collected:

- E-Mail address
- Password
- Appliance name
- Hardware ID (network interface MAC)

If you use the “cloud cache” mode or use the cloud archival feature and use the default cloud storage or attach information when reporting a problem, data backed up to your Appliance from clients might be collected by Infscope.

## How we use the data

We use the data to provide, operate and maintain our services and to send you messages and notifications about serious issues with your Appliance.

## How we share data

We share data where it is necessary to provide our services. The default cloud storage, for example, stores to Amazon Web Services S3.

## How the data is stored

Backup data is stored with a high level of encryption, such that it is impossible for us to decrypt it in most cases. In detail:

- Your account password is stored encrypted (PBKDF2-SHA256) on our servers. If you have multiple Appliances sharing one account, your password is temporarily stored unencrypted on our servers after you have changed it
- If using the cloud cache mode, or cloud archival (Appliance is storing backups to cloud storage) the data is encrypted locally with an encryption key that is not uploaded unencrypted to our servers, such that we cannot access the backup data
- If enabled encryption keys (such as the above) are uploaded to our servers. Those keys are encrypted locally with your account password before upload

- Data attached to problem reports is encrypted locally in the Appliance with a public key. Only select engineers solving reported problems have the private key to access the problem attachment

In general, Infscope is committed to protecting your information and we employ a variety of measures to prevent unauthorized access or disclosure.

## How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us. Simply email us at [info@infscope.com](mailto:info@infscope.com) .