

## ATLAS.ti Web Q&A Data Protection and GDPR Compliance

### IS ATLAS.TI A DATA PROCESSOR?

ATLAS.ti acts as a data processor and acts on instruction of our clients with regard to the (personal) data analyzed via ATLAS.ti Web.

### DO YOU OFFER A DATA PROCESSING AGREEMENT?

The ATLAS.ti Data Processing Agreement (DPA) is provided here: [atlasti.com/dpa](https://atlasti.com/dpa).

### HOW CAN WE ENTER INTO THE DPA WITH ATLAS.TI?

The DPA becomes part of the contract by reference in the ATLAS.ti Terms & Conditions: <https://atlasti.com/terms> and conditions, please refer to clause 3.12.

The Terms and Conditions are incorporated into the contract in the course of the purchase process by reference.

3.12 In the course of using the Web Software, the Customer may process personal data. The Customer is the controller of such personal data and ATLAS.ti is a processor.

Such processing is regulated in the ATLAS.ti Data Processing Agreement (DPA), accessible at [www.atlasti.com/dpa](https://www.atlasti.com/dpa). The DPA shall be part of the agreement and is expressly incorporated into the agreement by the parties.

### WHERE IS THE DATA PROCESSED?

ATLAS.ti Web is hosted with Amazon Web Services in Germany. The data processed via the ATLAS.ti Web is processed in the EU only, no data is transferred to third countries outside of the EU.

### WHICH SUB-PROCESSORS ARE YOU USING?

We are using an external service provider, based in Germany, for support and maintenance of ATLAS.ti Web. In addition, we are using another external service provider, also based in Germany, for hosting and operation of the ATLAS.ti Web. The hosting and operations service provider uses the Amazon Web Services (AWS) data center region Germany (Frankfurt) as hosting provider.

### USER/ACCOUNT DATA

The data of the users of ATLAS.ti Web (account information, login, usage) is processed by ATLAS.ti for the performance of the contract (Art. 6 para. 1 lit. b) GDPR) in order to provide access to the ATLAS.ti Web, e.g. in our central user database, processed via MongoDB:

#### 2.1.3 User Management (MongoDB)

As a central database we use the software "Atlas" from MongoDB Inc. in the USA. In the database of MongoDB we store your first name and last name, your mail address and your Auth0Id. The data processing is mandatory for the operation of our software in order to provide you with the software. MongoDB acts for us as a processor on the basis of a data processing agreement pursuant to Art. 28 GDPR. The database is hosted in the EU.

After complete processing of the contract or deletion of your user account, your data will initially be blocked for further use and deleted after expiry of the statutory retention periods, unless you have expressly consented to further use of your data or we reserve the right to use data beyond this, which is permitted by law and about which we inform you within the scope of our data protection declaration.

User registration is necessary for the fulfillment of the contract, the legal basis for the processing of your data is accordingly the fulfillment of the contract according to Art. 6 para. 1 lit. b) GDPR.

Such data may be processed also outside of the EU based on a transfer risk assessment, subject to appropriate safeguards (EU Standard Contractual Clauses) including additional safeguards, as far as provided by the respective suppliers.

Further details can be found in the ATLAS.ti Privacy Policy, provided here: [atlasti.com/privacy](https://atlasti.com/privacy)

#### **WHAT HAPPENS WITH THE DATA AT THE END OF THE CONTRACT?**

As stated in the DPA, we will return all data to you or, at your request, delete the data. You are able to download/export all data processed via the ATLAS.ti platform at any time. At the end of the contract, we will ask you to download/export all data and will, after a certain grace period, delete the system and all data. Due to data capacity, we are not able to ensure compliance with customer-individual retention and deletion policies after end of contract.

#### **FURTHER INFORMATION:**

For any additional question, please feel free to refer to our Data Protection Officer, Rechtsanwalt Christian Schmoll, phone: +49 30 31 99 88 971, e-mail: [dataprotection@atlasti.com](mailto:dataprotection@atlasti.com).