



## Privacy Shield Notice Policies and Guidelines

*Last Updated: May 23, 2018*

### INTRODUCTION

DataServ, L.L.C. (“DataServ”) respects your privacy. This Privacy Shield Notice (“Notice”) describes our standards and procedures for handling Personal Information transferred from the European Economic Area (“EEA”) and Switzerland to the U.S. in accordance with DataServ obligations under the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks.

DataServ has subscribed to and will adhere to the EU-US and Swiss-U.S. Privacy Shield Frameworks by adopting and implementing the Privacy Shield Principles (“Principles”) with respect to personal data submitted to DataServ by its clients. More information about the Privacy Shield can be found at [www.privacyshield.gov](http://www.privacyshield.gov). The DataServ Privacy Shield certification can be found at [www.privacyshield.gov/list](http://www.privacyshield.gov/list)

**Data Processed:** DataServ provides document management and SaaS solutions to its clients. For the purpose of this Notice, “Personal Information” means any data relating to an identified or identifiable individual, including, for example, name, address, telephone number and email address, and “processing” means any operation performed on Personal Information (e.g., indexing, storage, collection, use, management, processing, consultation, etc.). In providing these and other service(s), DataServ processes data its clients submit, including but not limited to customer and vendor information, purchase orders, invoices, human resource documents, employee information, contact information and billing information. Personal Data processed by DataServ may include name, address, business contact information including email address, phone number and job title.

**Purposes of Data Processing:** DataServ processes data submitted by its clients for the purpose of providing DataServ SaaS Services to its clients and processing may include receipt, retention, analysis, conversion, aggregation, analysis, sub-processing and distribution in aggregated or non-aggregated form. To fulfill these purposes, DataServ may access the data to provide the services, to correct and address technical or service problems or to follow instructions of the DataServ client which submitted the data, or in response to contractual requirements.

**Accountability for Transfer of Personal Information to Third Party:** DataServ uses a limited number of third-party service providers to assist us in providing services to our clients. These third party providers offer customer support to our clients, perform support help desk functions and other technical operations, assist with the transmission of data and enable DataServ data storage services. These third parties may access, process or store personal data in the course of providing their services. DataServ maintains contracts with these third parties restricting their access, use and disclosure of personal data in compliance with our Privacy Shield obligations, and DataServ may be liable if they fail to meet those obligations, unless DataServ proves that it is not responsible for the event giving rise to the damage.





**Inquiries and Complaints:** If you believe DataServ maintains your personal data in one of the services within the scope of our Privacy Shield certification, you may direct all inquiries or complaints to the following:

By email to: [privacy@dataserv.com](mailto:privacy@dataserv.com)  
By mail to: Legal, DataServ, L.L.C.  
1603 Des Peres Road, Suite 301  
St. Louis, MO 63131

If you have an unresolved privacy or data use concern that DataServ has not addressed satisfactorily, please contact JAMS, Judicial at [www.jamsadr.com](http://www.jamsadr.com), an independent third-party dispute resolution option based in the U.S. If neither DataServ nor our dispute resolution provider resolves your complaint, you may choose to engage in binding arbitration through the Privacy Shield Panel.

U.S. Federal Trade Commission enforcement: DataServ commitments under the Privacy Shield are subject to the investigatory and enforcement powers of the United States Federal Trade Commission.

**Compelled Disclosure:** DataServ may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

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Suite 301  
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**fax:** 314.842.6161  
**[www.dataserv.com](http://www.dataserv.com)**

