

# Mautic Trials Data Privacy Notice

This privacy notice explains how the Mautic Trials manages the various aspects relating to data privacy.

## Why is personal data processed?

- Customers provide their Email address, company and contact information to initiate a trial. This allows the setting up of a Trial instance, communication with the customer and understanding of their ultimate goals with Mautic.
- Mautic is a marketing automation platform which requires the use of certain personal information such as name and email address of a Contact in order to perform its core functionality.
- The profiling of individuals based on personal characteristics is a core feature of marketing automation, and therefore is available as a feature in the core functionality of the Mautic Trials.

## What personal data is processed?

The Mautic Trials are intended to enable the user to understand the core features of Mautic. It is not intended to be used for production purposes and features are restricted to prevent this.

- The Customer provides their company and contact details to initiate a Trial instance
- The Customer determines the data that they import and work with inside the Mautic Trials environment
- The Customer has autonomy of what information they track, has access to the data and is able to analyze and manipulate it in many ways.
- The categories of personal data will vary depending on the Customer's requirements and use of the system.
- Generally, the Data Subjects will be the Contact names and email addresses who receive emails from the Customer's marketing campaigns. The Customer may populate more information on the Contact profile as determined relevant to their business interests.

- The trial system only permits the sending of emails to the registered email address as an abuse prevention feature.
- The processing of sensitive data is prohibited in the Trial environment
  - In accordance with the [Mautic Trials Agreement](#), the customer may not upload data in the following categories, including but not limited to:
    - production data; confidential, infringing, sensitive personal data, or sensitive data;
    - personally identifiable information (other than email and name);
    - personal health information (HIPAA);
    - financial information;
    - data of substantial value;
    - regulated data;
    - or any other data of a similar type.
- Automated decision making is part of Mautic's core functionality, however the Trial cannot be used in a Production setting which might produce legal consequences or other significant impacts on individuals.

## Where is the data located?

- The trials environment itself including all backups are entirely EU-located, hosted by the official provider, Dropsolid.
- If the Customer connects their Trials instance to other third party tools (e.g. CRM), processing of data may take place at the location of that third party. Such parties are sub-processors of the Customer, not Mautic.

## Who has access to the data?

- Dropsolid and its authorized representatives have access to the data within Trial instances.
- Check the list of subprocessors relevant to the Mautic Trials [below](#), and access a Data Processing Agreement [here](#) with further details on data protection measures if you require one.
- Your data is not shared with any other organization and will not be shared or sold.

## Your rights

- You can request the deletion of your account at any time by emailing [mautictrials@dropsolid.com](mailto:mautictrials@dropsolid.com)
- You can request an export of your Trial environment at any time by emailing [mautictrials@dropsolid.com](mailto:mautictrials@dropsolid.com)

## Subprocessor list

Below is a list of third party providers (subprocessors) who are authorized to process customer data.

Provider	Purpose	Address	Data location
Google Cloud Platform (Google LLC)	Web hosting platform on which Dropsolid manages its hosting accounts and thus ultimately the Data Controller's data under the specified processing order.	Principal Office: 1600 Amphitheatre Pkwy Mountain View, CA 94043 USA	The Belgian data center is chosen by default.  For geo-redundant reasons, data centers at least 100 miles from Belgium are additionally chosen, in each case within the EEA.
Cloudstar	Cloudstar is Dropsolid's partner at the Infrastructure level and has access to our Google Cloud servers to meet the agreed SLAs depending on the Master Agreement.	Principal Office: Oud-hoflaan 42 9080 Lochristi Belgium	Belgium.
Sendgrid	SendGrid is a cloud-based SMTP provider that is used for sending mails via Mautic. Sent emails will go to the inbound data center that is closest to the datacenter where the application is hosted in order to transfer mail to the Sendgrid pipeline quickly.	Principal Office: 889 Winslow St, Redwood City, CA 94063, United States	EU data centers.
Posthog	Posthog is an open source product analytics tool which	Principal Office: 2261 Market Street #4008, San	EU data centers.

	allows Mautic to understand the usage of the Trials infrastructure and engagement with features with trial instances.	Francisco, CA 94114	
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## Changes to this Notice

Mautic may change this notice at any point without notice. Every effort will be made to inform customers of any changes.

## Learn more

To learn more about the Mautic Trials and how we manage your data, please visit the following:

- [Mautic Trials Agreement](#)
- [Data Processing Agreement \(DPA\)](#)