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Answers to Frequently Asked Questions

Get the answers you need

Welcome to Datarails' security & privacy FAQ. In this document, you will find answers to important questions that we are frequently asked regarding the services we provide. While this document contains answers to our most frequently answered questions, should you have any additional questions or clarification requests, please contact our compliance team at compliance@datarails.com.

Any use of Datarails' services shall be subject to Datarails' [Terms of Service](#) and [Privacy Policy](#).

1. What type of data does Datarails collect in order to provide its services?

Datarails processes customers' personnel usernames, email addresses, account names and payment information. By default, we do not access any personal data other than the above, including personal data uploaded by customers, unless we are required to provide support or maintenance services, for which a controlled process is in place to obtain temporary access.

2. Will Datarails act as a Data Controller or Data Processor?

Datarails acts as Data Processor, and the customer acts as a Data Controller, in respect to personal data provided by customers. Datarails will only process personal data for the purposes of providing the service to the customer and will act on the customer's instructions. In addition, Datarails acts as a Data Controller for data which it processes for its own purposes, such as data about our own internal employees.

3. Will Datarails transfer the personal data outside of my territory?

Datarails currently maintains data centers in various territories (including USA, Canada and UK) where it stores customer data. Customer data is shared and accessed from the United States and Israel on an ongoing basis. Additionally, in order to provide a global service, we share data required to provide ongoing Maintenance and Support with our regional offices and some of our sub-processors. We rely on "appropriate safeguards" for the transfer of personal data outside of Europe by Datarails, most commonly the European Commission's standard contractual clauses. For additional information please refer to our [Data Transfer Policy](#).

4. What subcontractors/sub-processors does Datarails use to provide its services? Where will those sub-processors store the personal data provided by my business?

We use a variety of sub-processors to help host and deliver our products and services. For additional information please refer to our [Sub-processors List](#).

5. What training and internal processes does Datarails have in place to ensure that its staff are appropriately trained to correctly handle these different data types?

All of our personnel are bound by strict duties of confidentiality and are required to undergo periodic training courses on information security and GDPR compliance.

6. How would Datarails deal with a breach or suspected breach of my data?



We have a well-maintained and up-to-date incident response policy and stay on top of security developments through the expertise of our own people and the advice of leading external legal and professional services consultants. We would report data breaches in accordance with our legal obligations.

7. Does Datarails offer a Data Processing Agreement ("DPA")?

Datarails offers a DPA in which we commit to protect your data in accordance with the GDPR. For additional information please refer to our [Data Processing Agreement](#).

8. How does the Datarails team access data?

Only those specifically authorized Datarails personnel who require access in order to provide successful delivery, operation and service to the customer may access data. In order to access the data, such personnel must be authenticated using multifactor authentication and may perform actions only in keeping with their permissions in respect of the data.

9. How long does Datarails retain customer data?

Customer data (including backup data) will be deleted after expiration/termination of the Datarails services, all in accordance with the [Terms of Service](#). Additionally, customers may make a specific written request at any time to Datarails for data deletion. Shortly after the customer request, the data will be deleted from the databases.

10. Will Datarails use my usage data?

Datarails does aggregate statistical data related to its customers' use of, access to and configuration of our SaaS solutions. This will be used for Datarails' reasonable business purposes or for the customer's benefit, including improving our services.

11. Does Datarails have to have a Data Protection Officer ("DPO") appointed?

Yes. Datarails has appointed a DPO for monitoring and advising on Datarails' ongoing privacy compliance and serving as a point of contact on privacy matters for data subjects and supervisory authorities.

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