

JumpCloud Privacy Policy

Last Updated: May 20, 2024

Please [click here](#) to view the previous version of our Privacy Policy.

California Notice at Collection: See the California Privacy Rights section below for important information about California residents' rights.

JumpCloud Inc. ("JumpCloud," "we," "our" or "us") is committed to respecting the privacy and security of your personal data. Please take the time to review this privacy policy ("Privacy Policy") in order to understand how we collect, process, and share your personal data ("Personal Data") through our digital properties that link to this Privacy Policy, including our website (collectively, the "Services"), as well as through interaction through social media, marketing activities, and other activities described in this Privacy Policy. This Privacy Policy does not apply to, or limit, use or disclosure of non-personal information we may collect from you via your use of our Services.

This Privacy Policy does not apply to the extent that we process personal data as a data processor (or a comparable role such as a "service provider" under CCPA) for business customers or otherwise. JumpCloud's processing of Personal Data on behalf of business customers is governed by the agreement between the JumpCloud and the customer. For more information applicable to JumpCloud's role as a data processor for its customers, please see our [GDPR page](#). If you have concerns regarding Personal Data that JumpCloud processes on behalf of a customer, please direct your concerns to such customer. JumpCloud is not responsible for the privacy or data security practices of its customers, partners, or other third parties, which may differ from those set forth in this Privacy Policy.

COLLECTING INFORMATION

Information you share with us. We request information from you (which may include your name, mailing address, telephone number, email address, company name, company size, and, when necessary, credit card information) when you:

- Register or set up an account
- Complete order forms
- Purchase services
- Request to receive customer support, information, communications, or content
- Respond to surveys
- Participate in a promotion or other website feature
- Participate in meetings, webinars, chat rooms, bulletin boards, message boards or other online discussions or chats
- Contact us
- Modify your account or profile

Automatic data collection. As detailed here and in the Navigation section below, we may also collect information like your internet protocol (“IP”) address, browser type, and access times, search term queries through a log of all traffic on our website. In order to improve our internal operations and the Services and to better understand your preferences and serve you, we may combine information you give us online with other information from JumpCloud sources, transactions, and communications. This may include data from JumpCloud direct mail, events, or online marketing. We may also combine that information with data that is publicly available and data that we receive from other reputable sources. This data may include postal address updates and demographic data.

If you create a JumpCloud account or log into JumpCloud using your Google credentials via Single Sign On, we will have access to your name, email and other information you have authorized in your Google profile settings. We collect this information to give you access to the Services and personalizing our Services.

Information automatically collected: We may also collect technical information such as your internet protocol (IP) address, device and operating system information, browser information, access information, geographic and time zone information, search term queries, and actions in our Services. In order to improve our internal operations and website and to better understand your preferences and serve you, we may combine information you provide with other automatically-collected information. This may include data from JumpCloud communications, events, or online marketing.

Information we ask for and receive from Google are listed below:

INFORMATION WE COLLECT

WHY WE COLLECT IT

Your email address

- Creating and supporting your JumpCloud account
- Communicating with you.
- Verifying your email address to help prevent spam, fraud, and abuse

Your profile information (first name, last name, profile picture, location, and hosted domain).

- Name and location are displayed in your profile or account
- Your profile picture and hosted domain are not displayed

JumpCloud Community data. We provide the [JumpCloud Community](#) for users to share information, collaborate with others, and discuss issues and solutions related to their relevant interests. The JumpCloud Community is publicly accessible and any personal information that you share or submit to the JumpCloud Community may be read, collected, or used by JumpCloud and other users or visitors. JumpCloud is not responsible for any third-party use or disclosure of personal information in the content you provide. You are solely responsible for your use of the JumpCloud Community and you accept all risk associated with the information that you provide. We may use your personal information and use of the JumpCloud Community as described in this Privacy Policy, to improve the JumpCloud Community, and for our internal analytics purposes. To request removal of your personal information from the JumpCloud Community, please contact community@jumpcloud.com.

JumpCloud University data. We provide JumpCloud University for registered JCU users to learn more about JumpCloud, participate in online courses, and develop expertise in administering JumpCloud's services. We may use the personal information you provide and data about your use of JumpCloud University as described in this Privacy Policy, to improve JumpCloud University, and for internal analytics purposes. To request removal of your personal information from JumpCloud University, please contact university@jumpcloud.com and include your specific

request, username, and associated email address. The current payment processor for JCU is Stripe. Stripe may use your data in accordance with its privacy policy, <https://stripe.com/privacy>.

USING INFORMATION

We use the information we gather through the Services to provide services to you, provide support, operate, improve, and update the Services, send communications, and to prevent fraud and otherwise protect our Services. Our Services include the display of personalized products, content, and advertising relating to your experiences and interests, either on our site or other sites with which we have a business relationship. The information we gather through the Services may be shared with third parties in order to deliver our products and services.

Where applicable (e.g., to comply with the GDPR), our lawful basis for processing your Personal Data will depend on the nature of the Personal Data involved and the specific context in which it is collected. Your Personal Data may be processed with your consent, to perform a contract with you, for legitimate business interests where such interests are not overridden by your data privacy rights, with a legal obligation, or to protect your vital interests or those of another person. Where you've provided consent for our processing of Personal Data, you may withdraw your consent. If you agree to receive our marketing emails, for example, you may opt-out or withdraw your consent by unsubscribing at any time.

By registering with JumpCloud, by managing your profile, or opting in when presented with choices, you have consented for us to use your information to:

- Check for appropriate usage of the Services as defined in our [Terms of Service](#)
- Customize and/or personalize your communications experience
- Better respond to your customer service and support inquiries
- Communicate with you about your purchase, account information, or customer service needs
- Communicate with you about our products and events, and for other promotional purposes
- Communicate with you about your requests for references or additional discussions
- Display targeted advertising, announcements, sponsorships, or other messages
- Notify of new product releases and features, answer questions from contact or feedback pages
- Improve our business and internal operations

- Administer surveys or other features
- Improve our software and content
- Allow you to create an account
- Customize the content and/or layout of the web page for each individual visitor
- Notify you about updates to the Services
- Contact you for on-boarding help, sales inquiries, and marketing information
- Create a profile for you based on information that you have provided to us
- In order to help us rank the importance of future items to build into the Service

We also use Google Analytics cookies to collect information about how visitors use our website. We use the information to compile reports and to help us improve the Services. You can opt out of Google Analytics here:

https://support.google.com/analytics/answer/181881?hl=en&ref_topic=2919631

We may use your personal information to communicate with you directly or indirectly through affiliated suppliers by email and telephone to provide confirmation emails when a purchase has been completed, to inform you with any changes or issues with a purchase you have made and for providing marketing related information such as an eBook and other updates. You may opt out of receiving newsletters and other updates. If you decide to opt out, your services and experience may degrade.

SHARING INFORMATION

Service providers. In order to operate our business, we may transfer Personal Data to our suppliers and preferred service providers who use that information to help us operate our business. For example, providers may provide credit card processing, data management, email distribution, market research, information analysis, promotions management and delivery of webinars.

Payment processors. Any payment card information you use to make a purchase on the Service is collected and processed directly by our payment processors, such as Versapay. Versapay may use your payment data in accordance with its privacy policy,

<https://www.versapay.com/privacy-policy>.

Other users and third parties. We may enable other users of our Services and third parties to view or receive limited information from your profile. We may also publish or distribute selected information about you, such as your recommendations, interests, and other data of possible interest to other users of our Services and third parties. We may provide information to other companies for purposes such as reporting and marketing. We may sell or transfer aggregate or deidentified information to third parties, including summary or aggregated anonymous information about all or sub-groups of users of our site.

Marketing partners. From time to time we might establish a business relationship with selected persons or companies with whom we may share and cross-reference information, including personally identifiable information about you that will enable such persons or entities to contact you regarding products and services that may be of interest to you. If you prefer that we do not share any information with these companies, please update your communications settings [here](#) or send an email to privacy@jumpcloud.com to update your privacy settings.

Affiliates. We may provide your information to our wholly-owned companies and affiliates, which may be outside the United States.

Business transferees. We may also transfer your personal information to third parties in connection with business transactions (or negotiations of or due diligence for such transactions) including any merger, acquisition, reorganization, or change in capital structure or sale of all or substantially all of the assets of JumpCloud.

Professional advisors. We may disclose your personal information to professional advisors, such as lawyers, bankers, auditors, and insurers, where necessary in the course of the professional services that they render to us.

Authorities and others. We may disclose specific information upon governmental request, in response to a court order, when required by law, to enforce our policies, or to protect our or others' rights, property, or safety. We may also share information with companies assisting in fraud protection or investigation. We do not provide Personal Data to these agencies or companies for marketing or commercial purposes.

PROTECTING YOUR INFORMATION

We employ technical, organizational and physical safeguards that are designed to protect the personal information we collect. However, security risk is inherent in all internet and information technologies, and we cannot guarantee the security of your personal information.

Our site may contain links to the websites of one or more third parties. We are not responsible for the privacy practices or the content of such other websites.

NAVIGATION

We collect information about your use of our Services using cookies, log files, and techniques used to track who is reading a web page or e-mail, when, and from what computer, such as web bugs, web beacons, or pixel tags.

A cookie is a small removable data file that is stored by your web browser on your computer. Cookies allow us to enhance and personalize your online browsing and shopping experience.

For example, we use cookies to:

- Keep track of shopping cart and record session information
- Keep track of login name/passwords
- Recognize you when you return to our website
- Keep track of click stream data (record user-specific information on what pages users access or visit)
- Tailor web content to users' interests
- To provide proper functionality in the Services
- Analyze visitor behavior

You can choose to have your computer warn you each time a cookie is being sent or you can choose to turn off all cookies. You do this through your browser settings. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookie settings. Please note that disabling cookies may degrade the experience with our Service. To learn more about our usage of cookies, or how you can remove cookies, please visit our [cookie policy page](#).

Pixel tags, also known as web beacons or web bugs, are tiny graphic images (“GI”) that are unobtrusively placed on a website or in an email. When the HTML code for the GI points to a website to retrieve the image, it simultaneously passes information to our servers, such as the IP address of the computer that retrieved the image, the time and duration the GI was viewed, the type of browser that retrieved the image, and previously set cookie values.

We use GI to help us analyze your online behavior. We may use GI to collect information about your visit, including the pages you view, the links you click and other actions taken in connection with our Service. We also collect certain standard information that your browser sends to every website you visit, such as your IP address, browser type and language, access times and referring web site addresses. We also use GI to allow us to send you email in a format you can read and to let us know when you have opened an email message from us.

We also work with other companies who use tracking technologies to serve ads on our behalf across the Internet. These companies may collect information about your visits to our website and your interaction with our communications, including advertising. If you would like to opt-out of allowing third party companies to collect information about you during your visits to our site, please send an email to privacy@jumpcloud.com to update your privacy settings.

Data storage + international transfer

All Personal Data collected is stored on our secure servers or those of our service providers. Our services and service providers operate globally and your Personal Data may be processed in a country other than your own. Although the transmission of information via the internet is not completely secure, we always prioritize appropriate security measures (e.g., enter into Standard Contractual Clauses) to protect your Personal Data in accordance with this Privacy Policy and applicable law.

Third party platforms

Our Services contain third-party content and links to and from properties operated by third parties. If you interact with any such third-party links or content, such third parties’ privacy policies will apply. JumpCloud does not accept and expressly disclaims any responsibility or

liability for third parties' policies, practices, and actions. Please review all third-party policies before submitting any information to such third parties.

Exercising Data Protection Rights

To modify the information you provided during registration, please send an email to privacy@jumpcloud.com. To unsubscribe from an email, please follow the instructions in any email you receive.

To exercise any of your applicable rights under data protection laws, please contact us at dpo@jumpcloud.com and provide the specific request and relevant information to enable the completion of your request. We may request additional information from you to help us confirm your identity and ensure your right to access the applicable Personal Data (or to exercise any of your other rights.) Such security measures are intended to ensure that Personal Data is not disclosed to unauthorized persons. We respond to all data subject access requests in accordance with applicable data protection laws.

If you are a resident of the European Union, (i) you can object to processing of your Personal Data, request to restrict processing of your Personal Data, or request portability of your Personal Data at the contact information provided above and (ii) if we have processed your Personal Data based on your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing conducted prior to withdrawal, nor will it affect processing conducted in reliance on lawful grounds other than consent. You may have certain Personal Data rights with your applicable data protection authority. JumpCloud's European Representative can be reached at sfitzpat@hrglobal.com. For more information, please contact your local data protection authority (contact details for data protection authorities in the European Economic Area, Switzerland, and certain non-European countries are [available here](#).)

If you request deletion of your registration information or if you unsubscribe from communications, we may maintain information about certain transactions or actions for lawful record keeping and compliance purposes.

Data retention

Pursuant to applicable law, JumpCloud will retain your data for as long as you continue using our Services and as otherwise necessary to comply with our legal obligations.

If you are the administrator of your company's JumpCloud organization, you can request your organization to be deleted. Please note that should your organization be deleted, our Services will not function for you. You may send any requests for deletion to dpo@jumpcloud.com as described in the 'How to Exercise Data Protection Rights' section above.

UPDATES TO THE PRIVACY POLICY

All updates and changes made to our Privacy Policy will be posted on this page and we encourage you to review our Privacy Policy regularly to see and understand all such modifications. When required by law, we will provide notice to you of certain changes.

CONTACT INFORMATION

We welcome your questions, comments, and concerns about privacy. Please contact us by mail or email at:

JumpCloud

Attn: Privacy Policy

361 Centennial Parkway, Ste. 300, Louisville, CO 80027

Email: privacy@jumpcloud.com

TERMS OF SERVICE

Please also review our [Terms of Service](#) which provide the legal terms governing the use of the JumpCloud Service.

CALIFORNIA PRIVACY RIGHTS

This section applies only to California residents. It describes how we collect, use, disclose and share personal of California residents in operating our business, and their rights with respect to

that Personal Information. For purposes of this section, “Personal Information” has the meaning given in the California Consumer Privacy Act but does not include data exempted from the scope of the CCPA.

Your California privacy rights. As a California resident, you have the rights listed below.

However, these rights are not absolute and, in certain cases, we may decline your request as permitted by law.

- Information. You can request information about the categories of Personal Information that we have collected; the categories of sources from which we collected Personal Information; the business or commercial purpose for collecting, sharing and/or selling Personal Information; the categories of any Personal Information that we sold or disclosed for a business purpose; and the categories of any third parties with whom Personal Information was sold, shared or disclosed for a business purpose.
- Access. You can request a copy of the Personal Information that we have collected about you.
- Deletion. You can ask us to delete the Personal Information that we have collected from you.
- Correction. You can ask us to correct inaccurate Personal Information that we have collected about you.
- Opt-out. You can opt-out of the sharing of your Personal Information for cross-contextual behavioral advertising purposes and/or from the sale of your Personal Information for monetary or other valuable consideration.
- Nondiscrimination. You are entitled to exercise the rights described above free from discrimination. This means that we will not penalize you for exercising your rights by taking actions such as denying you services; increasing the price/rate of services; decreasing service quality; or suggesting that we may penalize you as described above for exercising your rights.

How to Exercise Your Rights

- Right to information, access, correction, and deletion. You can request to exercise these rights by emailing us at privacy@jumpcloud.com.
- Right to opt-out of the “sale” or “sharing” of your Personal Information. You can request to opt-out of the “sale” or “sharing” of your Personal Information via cookies by opting out of the sharing or sale of your personal data in your cookie settings. Your request to opt-out will apply only to the browser and the device from which you submit the request. You may opt out of email communications by updating your communications settings [here](#).

Identity verification. We need to verify your identity to process your requests to exercise your rights to know, access, deletion, and correction, and we reserve the right to confirm your California residency. To verify your identity, we may require you to log into your account if you have one, provide identifiers we can match against information we may have collected from you previously, confirm your request using the email address used to make the request, provide government identification, or provide a declaration under penalty of perjury, where permitted by law.

Authorized agents. Your authorized agent may make a request on your behalf upon our verification of the agent's identity and our receipt of a copy of a valid power of attorney given to your authorized agent pursuant to applicable state law. If you have not provided your agent with such a power of attorney, we may ask you and/or your agent to take additional steps permitted by law to verify that your request is authorized, such as information required to verify your identity and that you have given the authorized agent permission to submit the request.

Information practices. The following describes our practices currently and during the past 12 months:

- Sale and sharing of Personal Information. Our use of the targeted online advertising services described above may constitute "sharing" of your Personal Information with our advertising partners from which you have the right to opt-out under the CCPA. You can request to opt-out of this "sharing" as detailed above. The categories of Personal Information shared include Identifiers and Internet or Network Information as described in the CCPA. As stated above, we do not otherwise "sell" Personal Information as defined by the CCPA. Although our Services are not intended for children under 16 years of age, we are required to inform you that we do not have actual knowledge that we have sold or shared the Personal Information of children under 16.
- Sensitive personal information. We do not use or disclose sensitive personal information (as that term is defined under CCPA) for purposes that California residents have a right to limit under the CCPA.
- Deidentified data. We do not attempt to reidentify deidentified information that we derive from Personal Information except that we may do so to test whether our deidentification processes comply with applicable law.
- Retention. Our criteria for deciding how long to retain Personal Information is generally based on whether such period is sufficient to fulfill the purposes for which we collected it as described in this Privacy Policy, including complying with our legal obligations.

- Sources and purposes. We collect all categories of Personal Information from the sources, use them for the business purposes described in the Collecting Information and Using Information sections above section above, and disclose them for the business and commercial purposes described in the Sharing Information section above.
- Collection and disclosure. The chart below describes the Personal Information we collect by reference to the categories of personal information specified in the CCPA (Cal. Civ. Code §1798.140), and the categories of third parties to whom we disclose Personal Information for business purposes. The terms in the chart refer to the categories of information and third parties described above in this Privacy Policy in more detail. Information you voluntarily provide to us, such as in free-form webforms, may contain other categories of Personal Information not described below. We may also disclose Personal Information to payment processors, professional advisors, authorities and others, and business transferees as described above in the Sharing Information section above.

Statutory category/Personal Information we collect	Categories of third parties to whom we disclose the Personal Information for a business purpose
Identifiers <ul style="list-style-type: none"> – Information you share with us – Automatic data collection – JumpCloud Community data – JumpCloud University data 	<ul style="list-style-type: none"> – Other users and third parties – Service providers – Marketing partners – Affiliates
California Customer Records (as defined in California Civil Code §1798.80) <ul style="list-style-type: none"> – Information you share with us – Automatic data collection – JumpCloud Community data – JumpCloud University data 	<ul style="list-style-type: none"> – Other users and third parties – Service providers – Marketing partners – Affiliates

<p>Commercial Information</p> <ul style="list-style-type: none"> – Information you share with us – Automatic data collection – JumpCloud Community data 	<ul style="list-style-type: none"> – Other users and third parties – Service providers – Marketing partners – Affiliates
<p>Internet or Network Information</p> <ul style="list-style-type: none"> – Information you share with us – Automatic data collection 	<ul style="list-style-type: none"> – Other users and third parties – Service providers – Marketing partners – Affiliates
<p>Sensitive personal information</p> <p>The username/password or other credentials you use to access the Service.</p>	<ul style="list-style-type: none"> – Service providers – Marketing partners – Affiliates
<p>Inferences</p> <p>May be derived from any of the above categories.</p>	<ul style="list-style-type: none"> – Service providers – Marketing partners – Affiliates

Shine the Light. Residents of the State of California may request a list of all third parties to which JumpCloud has disclosed certain information during the preceding year for the third parties' direct marketing purposes. If you are a California resident and want such a list, please contact us privacy@jumpcloud.com. For all requests, you must put the statement “*Your California Privacy Rights*” in the body of your request and include the name of the Site with respect to which you are requesting the information, as well as your name, street address, city, state, and zip code. Please note that we will not accept requests via the telephone, mail, or by facsimile, and we are not responsible for notices that are not labeled or sent properly, or that do not have complete information.