

# Frappe Cloud Privacy Policy

Last Updated: 07th December 2021

## Introduction

This privacy policy ("Privacy Policy") describes how Frappe Technologies Pvt. Ltd. ("Frappe", "Company", "We", "Us" and "Our") collects, stores, uses, shares, and otherwise processes your ("You" and "Your") personal information on <https://www.frappecloud.com/> and its subdomains (collectively, "Website"). Please read this Privacy Policy carefully to understand Our practices and Your rights. In case of any questions or concerns, please feel free to reach out to Us using the contact information provided at the end of this Privacy Policy. Please review our Terms of Service ("Terms of Service") in addition to this Privacy Policy. <https://frappecloud.com/terms> This Privacy Policy may be updated from time to time to reflect change in Our practices, Our obligations, and Your rights. The date on which this document was last updated and the date from which such changes are effective will be shown on this page. We will attempt to notify Our registered users about significant changes to this Privacy Policy. However, We strongly encourage You to revisit this page regularly to ensure that You are aware of all changes to this Privacy Policy.

## Scope of the Privacy Policy

This Privacy Policy does not govern the Processing of non-personal or anonymized information by Frappe. This Privacy Policy does not apply to data collected on third party websites, apps, or services, or the use of Frappe's platform and services by third parties for collection of information, even if such third parties are Frappe's partners and display Frappe branding on their websites, apps, or services. Data collected by third parties is subject to their own privacy policies and practices.

## Categories of Information We collect

### Contact Information

We might collect Your name, phone number, and email address.

### Billing information

We might collect Your billing name, billing address, and tax-related information such as Goods and Services Tax Identification Number (GSTIN). Your payment-related information such as credit card number, CVC, credit card expiry, and name on the credit card, may be collected by Our payment service provider for the purpose of processing Your payment(s) to Us. We do not receive Your full credit card information, however, we may receive limited information such as the first and last four digits of Your credit card number, time and amount of payment, and related technical information to verify receipt of Your payment. The identity of Our current payment service provider is available in Our List of Processors. [Frappe Cloud Processors](#)

## Technical Information

We might collect technical information related to Your interactions with the Website, such as Your IP address, web pages visited by You, browser type, language, internet service provider, referring / exit pages, operating system, date/time of visit, screen resolution, links clicked, approximate location, and/or clickstream data.

## Information required to provide Our services

The Website allows You to upload data and information within Your account. The Website may allow You to import source code for Your software from GitHub. If You wish to import Your source code from Your GitHub repository, we may collect Your GitHub account details such as Your GitHub username, organization name, email address, and Your public or private source code repositories You attempt to import into Your account on the Website (including but not limited to the complete source code, and commit history).

## How we collect information

We collect information:

- **Provided manually by You:** We collect information provided by You to Us, including but not limited to when You create or update an account, purchase a service, or contact Us.
- **Automatically from You:** We collect technical and usage-related information automatically when You interact with Our Website.
- **From third parties:** We receive information from third parties such as our payment service provider when You make a payment, and from GitHub when You import Your source code into Our Website.

## Purposes for which we collect Your personal information

We use personal information:

- To fulfill Our obligations to You:
  - To Contact You: We may contact You when You provide confirmation of purchase, to notify You as required by the Terms or other legal obligations, or to notify You of updates or changes to the Website, Our services, or legal documentation.
  - To provide Our products and services: We may use Your Information to provide Our services to You.
- For Our legitimate purposes:
  - To improve Our products and services: We may use Your information to improve Our products and services.
  - For detection and prevention of fraud and other prohibited activities: We may process Your information to detect and prevent fraud, and other prohibited activities such as violations of Our Terms, and protection of Our company, Our customers, and Our websites and services. We may use Your information to enforce Our rights or as required by law.

- For marketing or promotional purposes: We may contact You to provide information regarding Our products and services, and to provide discounted or free products or services. You may opt-out of such communications at any time using the link provided at the bottom of each such communication.

## Sharing of information with third parties

We may share Your information with the following third parties:

- Service Providers: We may share Your information with Our service providers to provide their services to Us. The full list of Our service providers, as updated from time to time, is available at [Frappe Cloud Processors](#).
- Our Affiliates: We may share Your information with Our affiliated companies. For clarification, affiliated companies include companies that are under common control or ownership with Our Company; and control here means control of more than 50% of the voting interests of the subject entity.
- In case of a merger or acquisition or sale of assets: If Frappe is involved in a merger, acquisition, or sale of all or a portion of its assets, You will be notified via email and/or a prominent notice on our Website of any changes in ownership, processing of Personal Information, and choices available to You regarding any personal information in our possession.
- For legal reasons: We may disclose Your personal information as required by law such as to respond to subpoenas, court orders, or legal process, or to establish or exercise Our legal rights or defend against legal claims, and when We believe in good faith that disclosure is necessary to protect our rights, or to protect Your safety or the safety of others. In certain situations, Frappe may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. We may also share your information to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Terms or other legal documentation, or as otherwise required by law.
- As explicitly allowed or requested by You: We may share or otherwise use Your information as explicitly allowed or requested by You, such as when You publicly share information using the Website.

## Your rights

You may exercise the following rights under this Privacy Policy:

- Data Ownership: You own all personal information that You bring to Our Website. We may process Your information in accordance with this Privacy Policy.
- Right to Access and Correction: Upon request by You, Frappe will inform You whether we hold any of Your personal information. You may view and modify most categories of information within Your account on the Website at any time. Certain categories of information may not be modifiable through Your account; in case You wish to modify such information, please Contact Us. We retain the right to refuse to modify any information where such modification is not required by law. Unmodified information may remain in back-ups for a reasonable duration of time. Unmodified information may be retained in billing information, system logs, or as required by applicable law.

- Data Portability: The Website allows You to create, upload and manage ERPNext sites. Data related to ERPNext sites hosted by You on the Website may be exported from the Website by You in a format that can be imported into other instances of ERPNext.
- Right to Object: All direct marketing communications, such as emails, sent by Frappe contain instructions for unsubscribing from such communications. You further have the right to object to Our use of Your personal information where Our reason is based on Our legitimate interests. However, We may continue processing Your personal information if We have compelling legitimate grounds which override Your interests, rights, and freedoms, or that we need to continue using it for the establishment, exercise, or defence of legal claims.
- Right to Erasure: You have the right to request Us to erase Your information. However, certain information may be retained by Us as required by applicable law or for Our legitimate purposes. We have an obligation to retain account registration-related information for a period of 180 days after account termination. Billing-related information will be retained for taxation purposes for the longest duration permitted by law. In case of a legal dispute or other legal obligation, such as an ongoing dispute between You and Us, we may retain Your information until the full and final resolution of the dispute or until the legal obligation ends, whichever comes later.
- Right to Restriction of Processing: You have a right to request Us to temporarily stop processing Your personal information. We may continue processing Your personal information if permitted or required by applicable law.
- Right Not be Subjected to Avoid Automated Decision-Making: We do not use automated decision-making processes at this time.
- Supervisory Authority: in case you are unsatisfied with the resolution of Your complaint or request, You have the right to contact Your supervisory authority. However, we request that You first reach out to Our grievance officer listed at the end of this document for a speedy resolution of Your concerns.

Your rights can be exercised by contacting Us by using the contact information provided at the end of this Privacy Policy.

## Data Storage and Retention

We decide the period of retention of Your information in accordance with the following criteria:

- **Backups**: Backups may be retained for up to six months. Information that is deleted may be retained as a part of backups. However, these backups will not be processed unless required for disaster recovery purposes or if we are legally compelled to do so.
- **Provision of Our service to You**: We retain the information and data in Your account for at least as long as You have an active account with Us and for a period of 180 days after the termination of Your account, unless You request for deletion of the information from Your account in accordance with the 'Right to Erasure' above. All such requests are subject to other criteria mentioned in this section, as mentioned below.
- **Legal obligations**: We have a legal obligation to retain all account registration-related information for a period of at least one hundred and eighty days (180 days) from the date of termination of an account. Additionally, all billing-related information will be



retained for tax-related purposes for the longest duration required or permitted, such as the longest duration for which We may be audited by tax authorities.

- Our legal rights: In case of an ongoing or expected legal dispute, such as for the establishment, exercise, or defence of Our legal claims, We may retain Your information until the dispute is fully and finally settled, or until such time that We no longer believe that the dispute may arise.

Your data and information may be stored in locations across the world to ensure its reliability and availability. At this time, all offsite backups are stored in India. Frappe is located in India, and regardless of where You or Your data are located, Our personnel in India require access to the data to provide Our services to You. Frappe is subject to Indian laws and regulations, including but not limited to the possibility of requests for access to data by law enforcement authorities in certain circumstances. As of the date of the last update to this Privacy Policy, Frappe has not received any such request for access to data.

## Cookies, web beacons, and other tracking technologies

For information about the use of cookies and other tracking technologies on Our Website, please see Our Cookie Policy, incorporated herein by reference. [Cookie Settings](#)

You can control the use of cookies as described in the Cookie Policy, but disabling cookies may limit Your use of certain features or functions on the Website.

## Security

We value the privacy and security of Your information. Frappe follows industry standards for the protection of Your information.

## Third-party websites, apps, software, and services

The Website may, from time to time, contain links to the websites of our partner networks, advertisers, affiliates, or any other third-party websites, apps, or services. This Privacy Policy does not apply to data collected on third party websites, apps, or services, or the use of Frappe's platform and services by third parties for the collection of information, even if such third parties are Frappe's partners and display Frappe branding on their websites, apps, or services. Data collected by third parties is subject to their own privacy policies and privacy practices. Please check the privacy policies and terms of service/terms and conditions of any third-party website, app, software, or service that You choose to visit or use. We do not accept any liability for any collection, storage, use/misuse, sharing, disclosure, or transfer of data, viruses or other malware, or any other damage, loss, or harm caused to you or anyone else as a result of your visit to any third-party website, app, or service, or use of any third-party software.

## Changes in this Privacy Policy

As We are constantly improving Our services and expanding our business, We retain the right to modify this privacy policy at any time. In the event We make any material changes, We will notify our registered users about the change by sending an email to the email address specified in Your account, by means of a notice on the Website, and/or through other reasonable means prior to the change becoming effective. The changes will be

effective at least 14 days after the new policy has been notified or posted on the Website. Our latest Privacy Policy can always be found on our Website. We encourage you to periodically review this page for the latest information on our privacy practices.

## Contact Us

In case of any questions, concerns, or grievances, regarding this Privacy Policy, or the collection, storage, use, or sharing of Your information by Us, please reach out to Our Legal Compliance Officer, Ms. Ankita Roychoudhury, at [legal@erpnext.com](mailto:legal@erpnext.com) . If You are located in the European Union or the United Kingdom, You may exercise Your rights by contacting Our local representative: Prighter We value your privacy and your rights as a data subject and have therefore appointed Prighter as our privacy representative and your point of contact. Prighter gives you an easy way to exercise your privacy-related rights (e.g. requests to access or erase personal data). If you want to contact us via our representative Prighter or make use of your data subject rights, please visit the following website. <https://prighter.com/q/17949637227>

