

This Cookie Policy, hereby referred to as the “Policy,” explains how Camunda Services GmbH and its subsidiaries (“Camunda,” “we,” “us” and “our”) use cookies, web beacons, and other similar tools, hereby referred to as “Automatic Data Collection Tools,” when customers or users visit or use any of Camunda’s websites, social media pages, online advertisements, or marketing communications, hereby referred to as “Online Properties.” This Policy explains Automatic Data Collection Tools and why Camunda uses them, as well as user and customer rights to control Camunda’s use of them.

For details regarding the Automatic Data Collection Tools Camunda uses in connection with products and services, see Camunda’s [Product Privacy Policy](#). This Policy does not cover Camunda’s use of Automatic Data Collection Tools to collect, use and share information in connection with the use of products and services.

## Contact Camunda

Camunda Services GmbH is Controller within the meaning of the GDPR and of other data protection laws or provisions applicable in the Member States of the European Union.

If you have any questions or concerns regarding this policy, please contact Camunda via our [webform](#) or by postal mail to:

**Camunda Services GmbH**

Zossener Strasse 55-58

10961 Berlin

Germany

Or phone: +49 30 664 04 09 – 00

Camunda has appointed an external Data Protection Officer for German data subjects.

The Data Protection Officer for Camunda is:

**Julian Höppner**

JBB Data Consult GmbH

Friedrichstraße 95

10117 Berlin

Germany

For questions about how information is gathered, stored, shared, used, or to exercise any data subject rights, please contact our Data Protection Officer as follows:

Tel.: +49.30.20962282

E-mail: [hoepfner@jbbdataconsult.de](mailto:hoepfner@jbbdataconsult.de)

Web pages: [www.jbbdataconsult.de](http://www.jbbdataconsult.de)

## Cookies Camunda Uses and Why They Are Used

When a user or customer visits any Camunda online property, Camunda may store or retrieve information from the browser used. Camunda uses the following types of cookies for the following purposes:

**Strictly Necessary:** Essential cookies that enable Camunda’s websites and associated features to operate, and which allow Camunda to provide services that depend on these websites and features (e.g., remembering cookie permission settings, session logins, etc.).

**Convenience and Personalization:** Enables Camunda to remember choices user’s make via Camunda’s Online Properties, including preferred language/region, and enables the ability to suggest content that matches user navigation patterns.

**Performance and Analysis:** These cookies collect statistical-type information (aggregated, pseudonymous) used to measure, enhance, and improve the content, quality, and performance of Camunda Online Properties.

**Advertising and Retargeting:** These cookies are set by Camunda or by Camunda’s advertising services to provide users or customers with relevant advertising, and to allow Camunda to collect data related to the page visited and activities performed on the page. Cookies may also be used when information is shared using a social media feature or service on Camunda’s Online Properties. Social media companies’ privacy policies govern how information is used.

## Other Automatic Data Collection Tools and Why They Are Used

**Web Beacons and Pixels:** Camunda may use and permit select third-parties to use web beacons and pixels (often in combination with cookies) to compile information about user website usage and interactions to provide relevant content and ads. Those are characteristically transparent graphic images embedded in online content, pictures, videos, and emails that allow a server to read information from a device, track when a user has viewed specific content or email messages, determines the date and time the beacon was viewed, and the IP address of the device used. As an example, Camunda may use web beacons in our Online Properties, newsletters or emails to understand whether our mailing system is functioning effectively, and whether emails were opened.

We also use third-party technologies of NextRoll to help us recognize your device and understand how users use our sites so that we can improve our services to reflect user’s interests and serve advertisements about the services that are likely to be of more interest to the user. Specifically, Nextroll collects information about user’s activity on our site(s) to enable us to measure and analyze traffic and browsing activity on our site(s). Please see Nextroll’s privacy policy here: <https://www.nextroll.com/privacy>. Specific information on Nextroll’s obligations under the California Consumer Privacy Act of 2018, Cal. Civil Code §1798.100 et seq, (“CCPA”) can be found here: <https://www.nextroll.com/privacy#service-13>

**Embedded Web Links:** Camunda emails often include links designed to redirect users to specific areas of the Online Properties via Camunda servers, and are used to determine which links in the email have been clicked. The redirection system allows Camunda to change the destination URL, if necessary, and helps determine the effectiveness of Camunda communications and marketing initiatives. Information about email and other interactions may be connected to users’ personal identities.

## Options to Control the Use of Cookies and Automatic Data Collection Tools

**Cookie Preferences:** Users can control and adapt cookie settings by clicking “cookie preferences” at the bottom of our website.

In addition, users can configure the browser setting accordingly and decline acceptance of either third-party cookies or all cookies. This way the user also has the option to delete previously stored cookies, but might not be able to use all features of our Online Properties.

**Opt-Out:** Most advertising networks offer a way to opt-out of interest-based advertising. Some third party technologies such as NextRoll may use non-cookie technologies that may not be impacted by browser settings that block cookies. Your browser may not permit you to block such technologies. For this reason you can use the following third party tools to decline the collection and use of information for the purpose of serving you interest based advertising

- If you would like to opt-out of third party cookies relating to interest-based advertising and you are an EU-resident, please see [www.youronlinechoices.eu](http://www.youronlinechoices.eu).
- The NAI's opt-out platform: [www.networkadvertising.org/choices](http://www.networkadvertising.org/choices)
- The EDAA's opt-out platform: [www.youronlinechoices.com](http://www.youronlinechoices.com)
- The DAA's opt-out platform: [optout.aboutads.info/?c=2\(=EN](http://optout.aboutads.info/?c=2(=EN)
- Google Opt-out page: [adssettings.google.com](http://adssettings.google.com)
- Facebook Opt-out page: [www.facebook.com/help/568137493302217](http://www.facebook.com/help/568137493302217)
- LinkedIn Opt-out page: [www.linkedin.com/help/linkedin/answer/62931/manage-advertising-preferences](http://www.linkedin.com/help/linkedin/answer/62931/manage-advertising-preferences)

**Disabling web beacons:** Users may be able to disable web beacons in email messages by not downloading images contained in Camunda messages. This may not always disable a web beacon or other Automatic Data Collection Tools in the email message due to specific email software capabilities. Refer to the details provided by the email service provider. Amending cookie settings or opting out in a web browser may also render web beacons ineffective.

**Disabling embedded web links:** Configure privacy settings in web browser and email client that will restrict Camunda from collecting information on links clicked.

## International Data Transfers

A user's personal data may be accessed, stored, transferred to and processed in countries other than the country in which the person resides. As an internationally operating company, Camunda processes Personal Data data in countries outside the European Economic Area ("EEA"), including the USA. These countries may have data protection laws that differ from the laws of the country where the person resides. We have taken adequate security precautions to ensure that such personal data remains protected in accordance with this Policy and we have established adequate mechanisms to protect personal data in agreements with Camunda's service providers such as use the standard contractual clauses of the EU Commission in accordance with Art. 46 Para. 2 lit. c GDPR.

## Legal Basis for Processing Information

Camunda only uses customer and user Personal Data in a lawful, apparent, and reasonable manner. Camunda relies on the following legal bases:

- Consistent with user's specific revocable consents in accord with Art. 6 I a GDPR;
- To prepare, enter into and fulfill a contract in accord with Art. 6 I b GDPR, as necessary;
- To comply with legal obligations, in accord with Art. 6 I c GDPR, as necessary;
- To protect customer and user vital interests or those of others; and

- As necessary for Camunda's legitimate interests in accord with Art. 6 I f GDPR, such as Management of Customer Experience, Facilitating and Evaluating Use of Online Properties, Business Operations, Marketing and Advertising (if applicable), Research, Innovation or Security or other legitimate interests stated in the sections Cookies Camunda Uses and Why They Are Used and Other Automatic Data Collection Tools and Why They Are Used.

## Data Retention

Camunda retains Personal Data collected in connection with the Automatic Data Collection Tools and Cookies only for as long as necessary to fulfill the purposes outlined in this Policy.

## Links to social media platforms

On our sites we offer links to the social media platforms Twitter, GitHub, Stack Overflow, LinkedIn, Youtube and Vimeo where you can follow Camunda.

If the user calls up a page containing a follow me button, indicated using the respective social media logo, a direct connection with the social media servers is established by their browser. Information is then transferred to the respective social media platform indicating that the page was called up.

**Twitter:** is a micro-blogging service from the American company Twitter, Inc. (795 Folsom St., Suite 600, San Francisco, CA 94107). Further information on data collection, evaluation and processing of the user's data by Twitter and on their rights in relation to this can be obtained by the user from Twitter's privacy statement, downloadable from [twitter.com/privacy](https://twitter.com/privacy).

**GitHub:** is a web-based hosting service for version control using git (88 Colin P Kelly Jr Street, San Francisco, CA 94107). Further information on data collection, evaluation and processing of the user's data by GitHub and on their rights in relation to this can be obtained by the user from GitHub's privacy statement, downloadable from [help.github.com/articles/github-privacy-statement/](https://help.github.com/articles/github-privacy-statement/)

**LinkedIn:** is a social network and online platform for professionals to find and be found for business opportunities, to connect with others and find information (in EU: LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland). Further information on data collection, evaluation and processing of the user's data by LinkedIn and on their rights in relation to this can be obtained by the user from LinkedIn's privacy statement, downloadable from [www.linkedin.com/legal/privacy-policy](https://www.linkedin.com/legal/privacy-policy)

**Youtube:** is a video portal and social network which belongs to Google (in EU: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland). Further information on data collection, evaluation and processing of the user's data by LinkedIn and on their rights in relation to this can be obtained by the user from Google's privacy statement, downloadable from [policies.google.com/privacy/](https://policies.google.com/privacy/)

**Stack Overflow:** is an online community for developers to learn, share their knowledge, and build their careers (110 William Street 28th Floor, New York, NY 10038). Further information on data collection, evaluation and processing of the user's data by Stack Overflow and on their rights in relation to this can be obtained by the user from Stack Overflow's privacy statement, downloadable from [stackoverflow.com/legal/privacy-policy](https://stackoverflow.com/legal/privacy-policy)

**Vimeo:** is operated by Vimeo, LLC, with its registered office at 555 West 18th Street, New York, New York 1001. Further information on data collection, evaluation and processing of the user's data by Vimeo and on their rights in relation to this can be obtained by the user from Vimeo's privacy statement, downloadable from [vimeo.com/privacy](https://vimeo.com/privacy).

Please note that any information you disclose through such services or otherwise on the website becomes public information, and may be available to visitors to the website and to the general public. In addition, when you choose to make a posting on such services certain Personal Information will be available for other users to view.

# Changes to this Policy

This Policy is subject to occasional revision. If substantial changes are made in the way Camunda uses personal data, appropriate measures will be taken to inform customers, consistent with the significance of the changes made, and Camunda will provide notice of any material Policy changes where required by applicable data protection laws.

**Effective Date:** October 12, 2020

## Change Log

October 2022: This privacy policy has been updated to introduce a new webform to facilitate contacting Camunda around privacy related issues.