

HappyFox's Notice of Certification Under the EU-U.S. Privacy Shield Framework

Effective as of June 21, 2017

HappyFox has certified certain of our services, for which we act as a data processor, under the [EU-U.S. Privacy Shield Framework](#) (the certification can be found [here](#)).

Scope: HappyFox Inc. adhere to the principles of the EU-U.S. Privacy Shield Framework with respect to personal data submitted by HappyFox's customers in reliance on the Privacy Shield to the following online services: HappyFox, HappyFox Chat

Data processed: HappyFox provides online tools that our customers use to operate aspects of their businesses. These include tools for helpdesk ticket management and live chat. In providing these tools, HappyFox processes data our customers submit to our services or instruct us to process on their behalves. While HappyFox's customers decide what data to submit, it typically includes information about their customers, prospects, employees, and users of online tools, such as contact information.

Purposes of data processing: HappyFox processes data submitted by customers for the purpose of providing HappyFox's online services to our customers. To fulfill these purposes, HappyFox may access the data to provide the services, to correct and address technical or service problems, or to follow instructions of the HappyFox customer who submitted the data, or in response to contractual requirements.

Inquiries and complaints: If you believe HappyFox maintains your personal data in one of the services within the scope of our Privacy Shield certification, you may direct any inquiries or complaints concerning our Privacy Shield compliance to privacy@happyfox.com. HappyFox will respond within 45 days. If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>. If neither HappyFox nor our dispute resolution provider resolves your complaint, you may have the possibility to engage in binding arbitration through the Privacy Shield Panel.

Third parties who may receive personal data: HappyFox uses a limited number of third-party service providers to assist us in providing our services to customers. These third party providers offer customer support to our customers, perform database monitoring and other technical operations, assist with the transmission of data, and provide data storage services. These third parties may access, process, or store personal data in the course of providing their services. HappyFox maintains contracts with these third parties restricting their access, use and disclosure of personal data in compliance with our Privacy Shield obligations, and HappyFox may be liable if they fail to meet those obligations and we are responsible for the event giving rise to damage.

Your rights to access, to limit use, and to limit disclosure: EU individuals have rights to access personal data about them, and to limit use and disclosure of their personal data. With our Privacy Shield certification, HappyFox has committed to respect those rights. Because HappyFox personnel have limited ability to access data our customers submit to our services, if you wish to request access, to limit use, or to limit disclosure, please provide the name of the HappyFox customer who submitted your data to our services. We will refer your request to that customer, and will support them as needed in responding to your request.

U.S. Federal Trade Commission enforcement: HappyFox's commitments under the Privacy Shield are subject to the investigatory and enforcement powers of the United States Federal Trade Commission.

Compelled disclosure: HappyFox may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.