SKYSITE®
Privacy Policy

Last Updated: July 2019

General

This Privacy Policy describes how ARC Document Solutions, LLC (“ARC,” “we,” “us,” or “our”) collects, uses, and handles your information when you use our website, software and services relating to our SKYSITE Archives and SKYSITE Projects solutions (“Services”). SKYSITE Archives and SKYSITE Projects are cloud-based document management and storage solutions that allows users to effectively interact with their digital content.

This Privacy Policy applies only to information we collect through the Services, and does not apply to any other website or business activity of ARC. By using our Services, you consent to the collection, use, maintenance, and disclosure of relevant information as described in this Privacy Policy. If you don’t consent, you must not use the Services.

We reserve the right to revise this Privacy Policy at any time. When we do, we will post the revised Privacy Policy notice and revise the “last updated” date at the top of this Privacy Policy. If you have questions, you may contact us via the contact information below.

ARC is located at 12657 Alcosta Blvd., Suite 200, San Ramon, California 94583 and is responsible for the content of the Services, as well as the collection and management of user information.

Information We Collect and Why We Collect It

We collect and use the following information in providing the Services:

Account information. We collect, and associate with your company’s account, the information you provide to us when you sign up to use the account (like your name, business email address, business phone number and physical business address).

Your information. Our Services are designed to make it convenient to store files, documents, photos, comments, messages, collaborate with others, and work across multiple devices. In providing the Services, we store, process, and transmit your information, and information related to it. Related information includes your profile information that makes it easier to collaborate and share your information with others, as well as things like the size of the file, the time it was uploaded, collaborators, and usage activity. Our Services provide you with different options for sharing your information.

Contacts. You may choose to give us access to your contacts to make it easy for you to do things like share and collaborate with your information, send messages, and invite others to use the Services. If you do, we’ll store those contacts on our servers for you to use.
Usage information. We collect information related to how you use the Services, including actions you take in your account (like sharing, editing, viewing, and moving files or folders). We use this information to improve our Services, develop new services and features and protect users.

Device information. We also collect information from and about the devices you use to access the Services. This includes things like IP addresses, the type of browser and device you use, and identifiers associated with your devices. Your devices (depending on their settings) may also transmit location information to the Services.

Cookies and other technologies. We use technologies like cookies and pixel tags to provide, improve, protect, and promote our Services. For example, cookies help us with things like remembering your recently used information for your next visit, understanding how you are interacting with our Services, and improving them based on that information. You can set your browser to not accept cookies, but this may limit your ability to use the Services.

If you receive a marketing or promotional email and no longer wish to be contacted by us for promotional purposes, you can unsubscribe from those types of emails and remove yourself from our contact list through the email that was received. You cannot unsubscribe from service-related emails, such as password reset.

How we use your information. We have a legitimate business interest in the Services running properly. We use your information to provide the Services pursuant to agreed terms with the account holder and to:

- Provide, update, maintain and protect the Services.
- Communicate with you by responding to requests, comments, and questions. If you contact us with questions or concerns about the Services, we may use your information to respond.
- Send you emails and other communications. We may contact you about important changes and notices about the Services.
- Understand how you use our Services and improve them.
- Send marketing emails and other communications in certain instances.
- Investigate and prevent security issues and abuse of our Services or users.
- Comply with applicable law, legal process or regulation.

Privacy of children. The Services are designed for adult use in the commercial context. As such, it is a general audience service and not intended for anyone under the age of majority. We do not market to, and do not knowingly collect any certain user data from, children under 18 years of age.

Information Sharing

We may share information as discussed below, but we won’t sell it to advertisers or other third parties.

Third Parties. We use certain trusted third parties (e.g. providers of customer support and IT services, such as Amazon Web Services, Inc. and Freshworks Inc.) to help us provide our Services. These third parties will access your information only to perform tasks on our behalf in compliance with this Privacy Policy, and we remain responsible for their handling of your information in accordance with our instructions.
Other users. Our Services display information like your name, profile picture, device, and business email address to other users in places like your user profile and sharing notifications. You can also share your information with other users if you choose. Certain features let you make additional information available to others.

Other applications. You can also give third-party providers access to your information and account—for example, via APIs. Third-party provider use of your information will be governed by their privacy policies and terms.

Administrators. The administrator of your company’s account may have the ability to access and control your account. Please refer to your organization’s internal policies if you have questions about this. Members of your organization may be able to view the name, business email address, profile picture, and phone number that was associated with your account at the time of that interaction.

Required disclosure. We may disclose your information to third parties if we determine that such disclosure is reasonably necessary to: (a) comply with any applicable law, regulation, legal process, or appropriate government request; (b) protect any person from death or serious bodily injury; (c) prevent fraud or abuse; (d) protect our rights, property, safety, or interest; or (e) perform a task carried out in the public interest.

Information Security

Security. We have a team dedicated to keeping your information secure and testing for vulnerabilities. We also continually work on features to keep your information safe. We use automated technologies to detect abusive behavior and content that may harm our Services, you or other users. Although we take reasonable measures to protect data against accidental loss, unauthorized access, destruction and disclosure and to ensure business continuity, information transmitted using internet services is not 100% secure. As a result, we do not ensure or guarantee the security or integrity of information transmitted via the internet. We will not be responsible for disclosure of any information due to errors in transmission or the unauthorized acts of third parties.

User Controls. You can access and change your information by logging into your account and going to your profile page.

Retention. When your company’s account is set up, we’ll retain information stored in our Services for as long as the account is in existence or as long as we need it to provide the Services.

Changes to this Privacy Policy

We may revise this Privacy Policy periodically, and will post the most current version on our website. If a revision meaningfully reduces your rights, we will notify you.

Your Right to Control and Access Your Information

You have control over your information and how it is collected, used, and shared. For example, you have a right to:
• *Change your information.* You can access and change your information by logging into your account and going to your profile page.

• *Access and take your data.* You can download a copy of your information in a machine readable format. You can also ask us for a copy of the information you provided to us.

**Contact Information**

Please contact us with any questions or concerns regarding this Privacy Policy or your information:

By mail at  
ARC Document Solutions, LLC,  
12657 Alcosta Blvd., Suite 200  
San Ramon, CA 94583

By email at [privacy@e-arc.com](mailto:privacy@e-arc.com) (for questions relating to privacy matters) or [support@skysite.com](mailto:support@skysite.com) (for questions relating to your information)

By phone at 844-759-7483