Herzum Attachment Manager Security Statement

Effective Starting Date: January 2, 2019

Overview
Herzum Attachment Manager is an app for Jira Server which:
- is installed on the customer Jira Server;
- stores all data on customer own servers and does not use any external hosted services;
- processes data from Jira using Java API;
- provides views (via built-in Dashboard's Gadgets) in Jira Server of the data stored in the Jira Server database.

Stored data
Herzum Attachment Manager for Jira Server is using Jira API to store:
- the files attached via the Jira's web interface, in the file system of customer own infrastructure; and
- application data in customer own Jira Server database only for purposes related to the app usage.

Data protection
- Herzum Attachment Manager is hosted in the customer's own infrastructure and the customer is responsible for data protection controls including but not limited to: data backup and recovery, user accesses and roles administration and maintaining security of them.
- Herzum Attachment Manager data are stored in the customer's Jira Server database.
- Herzum Attachment Manager logs trace specific limited information only for purposes of problem troubleshooting or help with Herzum Attachment Manager administration and usage. Log files are stored in the log directory of the customer's own Jira server.

People and Access
Herzum is responsible for providing support to Herzum Attachment Manager app customers.

The Herzum support team might request information only for purposes of problem troubleshooting or help with Herzum Attachment Manager administration and usage.

Privacy
For more information please see our Privacy Policy.