Data Privacy

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1 Data Privacy

FRIENDSHIP SYSTEMS AG takes the protection of your personal data very seriously and adheres strictly to the rules of data protection laws (GDPR). Personal data are collected within CAESES only to the extent technically necessary and for a specific approach. Under no circumstances will the collected data be sold. However, for law enforcement purposes, your information may be shared with third parties.

The following explanation gives you an overview of how this protection is guaranteed and what kinds of data are collected for which purpose.

1.1 Data processing when using CAESES

The following table contains all data that is sent by CAESES to the license server of FRIENDSHIP SYSTEMS AG:

Item	Stored	Purpose
General		
IP-address	yes (log file)	checking of permissions for specific function calls (whitelist), debugging
clientHostname	yes (log file)	hostname of the machine, stored only if a node is checked out in order to manually help the customer identifying the machine which is blocking the float slot
clientDateTime	no	check correct system time for license validity
operatingSystem	yes	required for generation of license file & ticket creation in helpdesk
CAESESversion	yes	required for ticket generation in Helpdesk and selection of features
auth_email	yes	authentication of user
auth_password	yes	authentication of user, stored as SSHA hash (unreadable for others)
Webfloat License		
floatchallenge	yes	automatically generated random UUID required for license generation
hardwareMAP	yes	encrypted map containing hardware information (including SHA256 hash of username and hostname, cannot be read by FSYS)
otherfloatlics	no	list of running CAESES instances on that machine to check if the same license can be reused
license number	yes (log file)	selected license in case multiple are available
license type	yes (log file)	type of license (float, web float, …)
inactive time	(yes)	time without user interaction, saved only for pay-per-minute licenses (PPL) for invoicing, see footnote (1)
DE running	(yes)	design engine running, saved only for pay-per-minute licenses (PPL) for invoicing, see footnote (1)

Conversion		
crc	yes	SHA1 checksum of file to be converted
filename	yes	full path to project file, required to identify conversion request in case of errors
conversionsuccess	yes	return value of conversion
Support		
data from form	yes	Helpdesk ticket information (subject, message)
hardwareMAP	yes	encrypted map containing hardware information (including SHA256 hash of username and hostname, cannot be read by FSYS)
attachments	yes	Attachments as added manually in the corresponding dialog

(1) Licensees of the software CAESES have the possibility to acquire time-exact rental licenses as well as float licenses hosted by FRIENDSHIP SYSTEMS AG. For the purpose of managing and billing these licenses, usage times and the software version used are stored and linked to the user account.

1.2 Data processing during user registration

Information from the corresponding registration dialog is transferred and stored. This data are used by FRIENDSHIP SYSTEMS AG for the archiving of correspondence (e-mail, telephone connection data), access management, license management and for segmentation of our solutions of interested persons.

1.3 Data processing when managing licenses

All licenses are managed on a server hosted by FRIENDSHIP SYSTEMS AG in their office in Potsdam-Babelsberg, Germany. The data is stored in an LDAP database with a strict access control policy, see section Access Control. The database contains information linking customer accounts to licenses and is managed by qualified employees of FRIENDSHIP SYSTEMS AG.

A small subset of the database is mirrored to an external vroot server completely managed by FRIENDSHIP SYSTEMS AG, hosted at IONOS for providing login information to the helpdesk system and license information for the license overview page on our website. The data privacy statement related to data on our website can be found here: https://www.caeses.com/data-privacy/

2 Encryption

All connections where user data is transferred are encrypted using TLS or in the case of remote access appropriate encrypted connections (VPN, SSH).

3   Access control

The physical access to the servers is limited by giving out the key only to qualified employees and monitored by a surveillance camera. The remote access to all servers is limited to qualified persons by public key identification and appropriate firewall rules. Remote access to systems containing customer information is logged (syslog). All employees who have access to customer data have signed a data privacy agreement with FRIENDSHIP SYSTEMS AG.

4   Availability of services

FRIENDSHIP SYSTEMS AG ensures a high availability of the provided services with the following measures:
- data redundancy using distributed file systems (CEPH),
- service redundancy using high availability solutions (Corosync, Proxmox Cluster),
- continuous monitoring of services.

5   Contract data processing

FRIENDSHIP SYSTEMS AG has an agreement for contract data processing with datenhain GmbH according to Art. 28 EU-DSGVO.

6   Rights

At any time you have the right to information about the data stored about you, their origin and recipient as well as the purpose of the storage. The data protection officer (datenschutz@friendship-systems.com) provides information about the stored data.

7   Publication of personal data to third parties

Upon presentation of a court order, FRIENDSHIP SYSTEMS AG will pass on your personal information to the law enforcement authorities without informing you.

8   Deletion of personal data or user account

You have the right to delete the data stored regarding your person. Exceptions are specified in the GDPR. To delete your data, please contact us at info@friendship-systems.com. FRIENDSHIP SYSTEMS deletes your data even without your wish, if no future business relationship is foreseeable.

9   Further information

Your trust is important to us. Therefore, we would like to be your answer at any time regarding the processing of your personal data. If you have questions that this privacy statement could not answer or if you want more in-depth information feel free to contact us any time via email (datenschutz@friendship-systems.com).