

# Guidelines for using Docmosis Cloud Services in a GDPR-Compliant Manner

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## 1 Introduction

The Docmosis Cloud Services (“Services”) provide document generation and delivery capabilities over the internet. This document describes how to use these Services in a manner compliant with the EU General Data Protection Regulation (GDPR).

When used as directed:

- no Personal Data leaves the European Economic Area (EEA) and
- data is Processed with security and privacy measures compliant with the GDPR

To help customers meet their compliance obligations, Docmosis provides a Data Processing Addendum (DPA) to the standard License Agreement. To request a copy of the DPA, please email [privacy@docmosis.com](mailto:privacy@docmosis.com).

## 2 Sending Personal Data to the Services

We take every precaution to ensure that personal data is secure, however we also rely on you to keep your information secure as well.

Due to the nature of our Services, we have no way of knowing the types of Personal Data you send to us or the categories of Data Subject to whom any Personal Data relates. It is your responsibility to only send the minimum amount of Personal Data required for Processing.

### **Rule 1 - Personal Data must be ONLY sent to the Services as follows:**

1. The Base URL used must be:  
`https://eu1.dws4.docmosis.com/api/`\*
2. The HTTPS protocol must be used to ensure the transmitted data is encrypted
3. The delivery instruction (“storeTo” parameter) must be blank or must be “stream”. This returns the created document back to the caller in the HTTPS connection. Other “storeTo” options should not be used as they may result in the document being stored outside of the EEA.

Any data sent according to the above rules (and any document created) reside only on the computer servicing the request, and only for the duration of the request. Once the document is delivered or when an error returns, the data and the document are immediately deleted from the computer. As such no Personal Data is stored by the Services. The computers servicing these requests reside within the EEA.

### 3 Templates and Images should not contain Personal Data.

Document generation includes the use of previously uploaded artefacts:

- Templates
- Images

The Processing Location used to store the artefacts is determined by:

- The processing location selected when using the Docmosis Cloud Console.
- The Base URL of the endpoint when using the API.

These artefacts should only be stored using the EU1 processing region. This is necessary for processing to occur in the EEA.

These artefacts should not contain Personal Data.

#### **Rule 2 - Only store Templates or Images in the EU1 region.**

1. When uploading templates or images via the Cloud Console, ensure the EU1 region is selected in the top right corner of the web portal.
2. When uploading templates or images via the API the Base URL of any endpoint used must be: `https://eu1.dws4.docmosis.com/api/*`.
3. Instead of including Personal Data in uploaded resources, use Docmosis “placeholders” in the template. Send the Personal Data to the Services as per Rule 1 above.
4. The “placeholders” allow both text and image data to be provided only in accordance with Rule 1 above.

### 4 Do not send Personal Data to Docmosis in any other manner.

The Docmosis Support Team and other team members are based outside the EEA.

When communicating with Docmosis, do not send Personal Data other than as described in Rule 1 above.

#### **Rule 3 - Do not sent Personal Data to Docmosis Support or other team members.**

1. If you require support from Docmosis – do not include Personal Data in any templates / data / documents / screenshots that you send.
2. Instead, send a cut-down or modified version of any artefacts that highlights the problem without using Personal Data.
3. This applies to any information you send, whether via our website or via email.

## 5 Specific GDPR Compliance Notes

### Article 28 (3)

<b>Documented Instructions</b>	Calls to the Docmosis Cloud Web Services API are considered documented instructions to Docmosis on how to process your data
<b>After the provision of services</b>	Docmosis returns data to you according to your instructions in the API call and automatically deletes personal data
<b>Records of processing</b>	Docmosis maintains aggregate records of your individual processing requests such as the number of times a particular template is used or the number of pages generated. Docmosis does not store a record of each processing activity. This is Customers responsibility.

### Article 32 (1)

<b>Encryption</b>	Personal Data is encrypted in transport and NOT stored. Other data (templates/images) are encrypted in transport and encrypted at rest where stored.
<b>Confidentiality, integrity, availability and resilience of processing systems and services</b>	Please refer to Schedule 2 (Technical and Organizational Measures) of the Docmosis Data Processing Addendum.
<b>Restore access to personal data</b>	When the Services are used according to these guidelines Docmosis does not store Personal Data.