



Guidelines for Using Docmosis Cloud Services in a GDPR-Compliant Manner

Last Updated: 21 Oct 2019

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 Client 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.

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 should be sent ONLY to the Services as follows:

1. The endpoint URL used must be:
`https://eu.dws3.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 Docmosis. 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 resources:

- Templates
- Images

The geographic region used to store the resources is determined by:

- The region selected when using the Docmosis Cloud Console.
- The endpoint URL when using the API.

These resources should only be stored in the Europe region. This is necessary for processing to occur in the EEA.

These resources should not contain Personal Data.

Rule 2 - Only store Templates or Images in the Europe region.

1. When uploading templates or images via the Cloud Console, ensure the Europe region is selected in the top left corner.
2. When uploading templates or images via the API the endpoint URL used must be:
`https://eu.dws3.docmosis.com/api/*`.
3. Instead of using Personal Data in uploaded resources, use Docmosis “placeholders” in the template.
4. Send the personal Data to the Services as per Rule 1 above.
5. The “placeholders” allow both text and image data of a sensitive nature 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, consider sending a cut-down version that highlights the problem you have using non sensitive data.
3. This applies to any information you send, whether via our website or via email.



5 Specific GDPR Compliance Notes

Article 28 (3)

Documented Instructions	Your calls to the Docmosis Cloud Web Services API specify your documented instructions to Docmosis on how to process your data
After the provision of services	Docmosis returns data to you according to your instructions in the API call and automatically deletes personal data
Records of processing	We maintain aggregate records of your individual processing requests such as the number of times a particular template is used or the number of pages generated, but we do not store a record of each processing activity. This is your responsibility.

Article 32 (1)

Encryption	Personal Data is encrypted in transport and NOT stored. Other data (templates/images) are encrypted in transport and encrypted at rest where stored.
Confidentiality, integrity, availability and resilience of processing systems and services	Please refer to our description of Docmosis Cloud Security Measures on the Docmosis website.
Restore access to personal data	When the Services are used according to these guidelines we do not store Personal Data