



Data protection and confidentiality declaration with regard to customer documents

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1 Initial situation

axes4 receives customer documents

- for evaluation,
- for calculation,
- to create accessible versions,
- as examples in the context of consulting services,
- for error analysis - for example in the context of support cases - or
- for any other form of evaluation, analysis, processing within the scope of the axes4 business activity.

2 How axes4 deals with customer documents

Basically, we treat all documents made available to us as non-public content of our customers. To protect these documents following rules apply:

- We only use the documents as part of the order we have received
- All axes4 employees are committed to treat the contents of the documents confidentially
- The data protection declaration applies to documents uploaded via Zendesk from Zendesk: https://www.zendesk.com/company/privacy-and-data-protection/?_ga=2.70417240.997921447.1591111064-1254005428.1591111064

3 These rules do not apply to published documents

As soon as documents are published, the rules listed under chapter 2 do not apply.