Customer Data Policies and Practices

Explanation of the Kofax customer data policies and practices.

To our Valued Customers,

Kofax Technical Support may need to request, on a case-by-case basis, originals and/or copies of Customer data in order to troubleshoot, identify, and resolve Customer reported support incidents. This data may be requested in the form of original paper documents, compressed images, or any other format suitable to the problem at hand.

Regardless of the format, we recognize that customer data may be of a personal, proprietary, confidential or otherwise sensitive nature. We also recognize that your company policies may dictate that this data cannot be distributed without receipt of a properly executed NDA (non-disclosure agreement) or other release information. This document confirms Kofax’s position (policies and practices) in all such instances.

Customers should not routinely or casually send sensitive data to Kofax in the course of work on a support incident.

When it is determined that the only course for analyzing an incident is for sensitive data to be transferred by our Customer to Kofax Technical Support, our Customer has the responsibility of notifying Kofax Technical Support, in writing or electronic communication, that such material is considered sensitive and should be treated with appropriate cautions. Such communications will be recorded in the Kofax contact relationship management system and tracked with the associated Support Case.

Once the reported Support Case is “closed,” as confirmed by our Customer or as otherwise requested by our Customer and at the written request of our Customer, Kofax will destroy any confidential data which had previously been identified by our Customer. This confidential data will be removed from the Kofax contact relationship management system[1], email[2], FTP[3], shared network storage, or employees’ local storage, or destroyed in the case of data received on electronic media, original paper or paper copies. Kofax Technical Support will confirm that such data has been permanently destroyed via the associated Support Case in the Kofax contact relationship management system.

If your organization requires a Kofax signature on an NDA or other form of release in order for you to provide the requested data to Kofax Technical Support, we request that the appropriate form be promptly emailed to the appropriate Kofax Technical Support Manager or Director. Please note, as the received form must be reviewed and approved by the Kofax Corporate Legal team, there may be a delay in the return of the signed form.

[1] Legal requirements dictate that Kofax, Inc. maintain regular backups of the Kofax contact relationship management system. Because Kofax does
not restrict the arrival time of files on our servers, we cannot guarantee that such documents will not be backed up as part of regular operations. However, every effort is made to delete such incoming documents from the contact relationship management system servers as soon as possible upon request.

Legal requirements dictate that Kofax, Inc. maintain regular backups of any corporate emails received or sent through the Kofax domain. Because Kofax does not restrict the arrival time of email on our servers, we cannot guarantee that such emails will not be backed up as part of regular operations. However, every effort is made to delete such incoming emails from the email servers as soon as possible upon request.

As a matter of best business practices, Kofax, Inc. maintains regular backups of data received on our FTP servers. Because Kofax does not restrict the arrival time of files on our servers, we cannot guarantee that such files will not be backed up as part of regular operations. However, every effort is made to delete such incoming files from the servers as soon as possible upon request.

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