Datahug protects your privacy

Our privacy commitment

We have no higher priority than the privacy and security of our customers' data. We provide a secure infrastructure and flexible tools that empower our customers to leverage their business relationship and sales performance data while complying with global privacy and data protection standards. We constantly strive to lead the industry as a trusted processor of business relationship data.

Our privacy promise

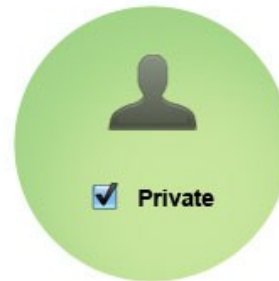| **We never access or read the contents of your email**	**You own your own data**	**You can mark contacts as private**	**Profiles are private by default**
We only access the minimum email header information required to build your network.	Relationships are never shared with anyone outside your network.	All users can mark relationships as private and these are excluded from search results.	By default, your user profile is private to other users. If a user clicks on your profile they will be re-directed to a privacy page.

In addition to Enterprise level privacy, Datahug Enterprise customers benefit from:

Full control of your data
Datahug is a data processor and never owns or resells your data.

Protect private relationships
Some relationships need to be private and employees can flag these connections as private.

No Email content, only headers
The contents of your Email are never scanned or accessed by Datahug.

Private to your company
Relationships are never shared with anyone outside your network. 3rd Parties never have access to your data.

Opt Out service
Any individual, employee or client can opt out from being indexed by Datahug.

Employees cannot see colleague pages
Employees and regular search users cannot view their colleagues profile pages.

Secure & Encrypted
All data is stored in ISO 27001 certified data centers and is transferred over TLS 1.0+

Role-based access
Administrators can restrict global search access by user role.

Administrative control
Administrators can exclude complete companies or users from being indexed by Datahug.

Access logging
Full audit trail and logging of user actions.

Datahug Sales
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Frequently Asked Privacy Questions

Does Datahug read or store the contents of my emails?

No. Datahug only uses the 'header' information of an email (i.e. the From, To, CC, Date, and Message ID fields). This is just like reading the outside of an envelope and ignoring the contents inside.

Can I mark relationships as private?

Yes. All users can mark any of their relationships as private and exclude them from search results.

Who has access to the data?

Your data is private to your company and is only accessible to other members of your private Datahug network. Your network administrator controls who can access your Datahug network.

Who owns the data?

Datahug is a data processer and customer data is at all times owned and controlled by the customer (i.e. the Data Controller). Statistical relationship data such as the Hugrank is generated by the Datahug service and is provided to the customer as part of the DataHug service.

Where is the data located?

Datahug has partnered with leading cloud **infrastructure** provider Amazon to store and process data. The selected centers are located in the EU and provide best-in-class physical and firewall security techniques. All data is automatically backed up each day.

Does Datahug support global privacy frameworks?

Yes. Datahug is registered as a Data Processor with the Data Protection Commissioner in Ireland and understands the fundamental obligations around privacy that govern the handling of personal information.

Datahug provides our customers and their employees with the tools and controls required to meet the globally emerging laws and frameworks that govern privacy. Datahug already complies with the key aspects of the emerging EU Data Protection Framework, such as;

- 'Privacy by default' and 'Privacy by design'
- The right to be forgotten
- Easy access to your own data
- Ability to freely transfer personal data

Read our comprehensive [Security Overview](#) for more details on our data security architecture and controls.

Learn more

If you would like to learn more about Datahug's privacy features, practices and policies, contact our sales team at 1855-DATAHUG