

General Data Protection Regulation (GDPR)

Qlik as an organisation & Qlik Services

Trust Qlik® as a GDPR compliant vendor

With increasing privacy/data protection regulations, in particular the EU General Data Protection Regulation (GDPR), Qlik realises that privacy is a significant concern for customers and partners. Trusted vendors are paramount. Qlik takes this concern seriously and adheres to privacy and data protection laws by implementing various methods across our organisation such as training, processes and policies. This document explains how data privacy is managed within Qlik's organisation and in the delivery of our services.

Organisation & Services compliance

1. Qlik as an organisation

At Qlik we have various measures in place to protect personal data and comply with data protection/privacy laws, including the EU General Data Protection Regulation (GDPR). These include, for example:

- legal measures to ensure the lawful transfer of personal data between group companies in different countries; for example Qlik USA is certified under the Privacy Shield program."
- records of data processing activities, as required under Article 30 GDPR;
- methods to ensure Privacy-By-Design and Privacy-By-Default, e.g. in our vendor vetting and in our R&D/product development processes;
- data retention and access rules; and
- data protection training and policies.

2. Qlik's Services: Pre-Sales, Consulting, Support

Qlik's Pre-Sales and Consulting teams may provide Proof-Of-Concept (POC) demos and/or assist customers and partners in using Qlik's products to solve their business problems by using customer data. From time to time this may involve working with live customer data, which in turn may include personal data.

While our Support teams generally do not receive personal data (e.g. in apps) from customers and partners in troubleshooting scenarios, sometimes customers or partners may (but are not obliged to) send apps containing personal data to our Support staff.

3. Your choice and control

The use by Qlik of live and/or personal customer data is always a decision by you, the customer or partner: it should always be considered whether dummy or anonymised data can be used/given to Qlik instead. In the spirit of data minimization and anonymization under GDPR, customers are encouraged to not send to Qlik any personal data unnecessarily. If a customer requires assistance removing / anonymizing application data prior to sending the application to Qlik, please contact Qlik Support.

Frequently Asked Questions

1. Does Qlik transfer EU personal data outside the EU?

From time to time, yes. Qlik is headquartered in the USA and some of Qlik's systems are hosted in the USA. Qlik USA is registered under the Privacy Shield program: please see more information here: <https://www.qlik.com/us/legal/privacy-shield-policy> Qlik has in place with its group companies (as well as with relevant vendors, such as its CRM provider) lawful transfer mechanisms (e.g. EU Model Clauses, Privacy Shield, etc.) to ensure the lawful transfer and safekeeping of personal data.

2. What Privacy/Data Protection measures does Qlik have in place?

Please see our privacy policy on www.qlik.com/us/legal/legal-policies. As well as this policy, Qlik maintains other, internal policies such as our "IT Handling of 3rd Party Data" policy for employees working on customer sites, a "Qlik Employee Privacy Policy" for all employees and conducts annual privacy training to all employees as well as bespoke training to certain populations (e.g. Human Resources, Consulting, etc.).

3. Will Qlik have a lead Data Protection Authority in the EU?

Qlik's lead Data Protection Authority (DPA) for pan-European data protection matters would be the Swedish DPA. Qlik has a significant presence in Sweden we were founded here and Sweden is home to Qlik's EU R&D and Support infrastructure.

4. Does Qlik have a Data Protection Officer (DPO)?

In compliance with our German legal obligations, Qlik has a German DPO (Datenschutzbeauftragter). Qlik's tangential processing of personal data does not bring it within the scope of requiring it to have a DPO under Article 37 of the GDPR, so Qlik therefore does not have a European-wide DPO. Data protection matters are the responsibility of each individual department at Qlik (with a nominated "privacy champion" to see to these obligations), with particular involvement as well by Qlik's IT Security and Legal department.

5. Has Qlik ever been subject to infringement proceedings or an investigation by a Privacy/Data Protection Regulator?

No.

6. How does Qlik Support comply with GDPR?

For technical support queries, Qlik will only process personal data sent to us on instruction from the relevant customer to resolve the technical issue at hand. Once a Support case is closed, any data (e.g. an application) sent to Qlik by the customer to process will be deleted within 90 days of the case closure date. Qlik does not outsource its support services, but does from time to time use 3rd party cloud tools, a list of which can be found on the [Qlik support portal](#), or via this link: <https://s3.amazonaws.com/qliksupport/files/GDPR+Support+Subprocessors.pdf>

7. How long does Qlik retain my personal data for Sales & Marketing purposes?

Qlik holds personal data as contact records in our sales and marketing databases for the purpose of customer services, sending marketing information and conducting sales related operations. Qlik has in place data retention rules to ensure personal data is not kept for longer than necessary Customers are free at any time to opt-out of any marketing related emails, by: <http://www.qlik.com/opt-out> Further information is available in the Qlik Cookies and Privacy Policy: <https://www.qlik.com/us/legal/cookies-and-privacy-policy>.

For questions related to the information in this document, please contact your usual Qlik representative. This document describes Qlik's Data Protection/Privacy Law compliance. For Security related questions (e.g. encryption), you can find further information resources at <https://help.qlik.com/>.

The information in this document is accurate as of May 2018. Qlik reserves the right to amend its products and services from time to time. For any updates, please check our [Terms and Conditions](#), and [Privacy Policy](#).

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