

Enterprise solutions

Taskworld's data security and privacy policies work for enterprises in even regulated industries.

01. Dedicated Server (Private Cloud)

In addition to standard data security guidelines, dedicated server **gives you additional security options.**

- **Advanced password policies** with user provisioning and deprovisioning
- **Two-factor** authentication
- **Choice of 16 geographic regions** (data centers) worldwide including
 - **North America:** Los Angeles, New York (USA)
 - **South America:** São Paulo (Brazil)
 - **Europe:** Frankfurt (Germany), London (UK)
 - **Asia:** Singapore, Seoul (Korea), Tokyo (Japan), Beijing (China)
- Full and continuous cross regional **backup of all your data every hour**

Dedicated server specs

- **Standard private cloud** (M4.4XLarge): Great machine for small/medium sized clients
 - CPU: 16 Cores @ 2.4Ghz
 - Ram: 64 GB
 - Disk Capacity: Extra cost - Disk's attached via EBS service
 - 10GB connection to the internet
- **Powerful mid range server** (M4.10XLarge): A good workhorse for large companies. For very large customers this may not be enough, but would be a good starting point with room to grow.
 - CPU: 40 Cores @ 2.4Ghz
 - Ram: 160 GB
 - Disk Capacity: Extra cost - Disk's attached via EBS service
 - 10GB connection to the internet
- **Super powerful server** (X1.32XLarge): The ultimate beast machine. It can effortlessly serve thousands of team members.
 - CPU: 128 Cores @ 2.4Ghz
 - Ram: 1.952 TB
 - Disk Capacity: 2 x 1920GB drives with enhanced (faster) networking between VM and Disks
 - 10GB connection to internet

02. VPN Connection Specs

Taskworld provides a huge diversity of **VPN connections** like Amazon provides it to our Solution:

a. **Hardware VPN services**

b. **Dedicated private connection from remote network to server, encrypted by IP-sec**

c. **All Software VPN services that compatible with AWS VPN.**

- **AWS hardware VPN**

You can create an IPsec, hardware VPN connection between your VPC and your remote network. On the AWS side of the VPN connection, **a virtual private gateway provides** two VPN endpoints for automatic failover. You configure your customer gateway, which is the physical device or software application on the remote side of the VPN connection. For more information, see [Adding a Hardware Virtual Private Gateway to Your VPC](#), and [the Amazon VPC Network Administrator Guide](#).

- **AWS Direct Connect**

AWS Direct Connect provides a dedicated private connection from a remote network to your VPC. You can combine this connection with an AWS hardware VPN connection to create an IPsec-encrypted connection. For more information, see [What is AWS Direct Connect?](#) in the AWS Direct Connect User

- **AWS VPN CloudHub**

If you have more than one remote network (for example, multiple branch offices), you can create multiple AWS hardware VPN connections via your VPC to enable communication between these networks. For more information, see [Providing Secure Communication Between Sites Using VPN CloudHub](#).

- **Software VPN**

You can create a VPN connection to your remote network by using an Amazon EC2 instance in your VPC that's running a software VPN appliance. AWS does not provide or maintain software VPN appliances; however, you can choose from a range of products provided by partners and open source communities. Find software VPN appliances on the [AWS Marketplace](#).

03. On-premise options

We offer on-premise installation in select locations at additional cost.

Please get in touch with us at support@taskworld.com if you're interested.

04. Data Security

The security of your data and information is one of our **top concerns at Taskworld**. That is why we go to the greatest lengths to make sure that all collected data is private and secured

- All of your data is hosted on **Amazon Web Services**. Amazon's data centers are staffed around-the-clock by security guards and access is by authorization only. Storing their information in multiple physical, geographic locations allows you to be assured that, even in the case of catastrophe, error or natural disaster, systems and data can be fully recovered quickly. For more information, go to: <http://aws.amazon.com>
 - All connections and data transfers between client and server are **encrypted and authenticated** using a **strong protocol** (TLS 1.2), a **strong key exchange** (ECDHE_RSA with P-256), a **strong cipher** (AES_128_GCM) and our **taskworld.com wildcard certificate key** size is 2048 bits.
 - We **store all attachments and database backups** in secure **AWS S3 buckets**, a very extensive and thorough guide to AWS security can be found here.
 - Only five of our developers have access to our AWS servers running on EC2, and all of them are required to use **Multi-Factor Authentication**.
 - Our servers can only be accessed using **AWS EC2 Key Pairs from select locations**.
 - We actively **cache user data in Redis**, and also index parts of it in Elasticsearch to provide search functionality.
 - All servers such as Redis, RabbitMQ and Elasticsearch are members of our **VPC (Virtual Private Cloud)**.
 - Taskworld also ensures that your data is protected from other site members.
 - **Disconnect from any colleague at any time** as long as neither of you has an active task between each other.
 - **Choose to make little or none of your project information** visible to all Taskworld users with advanced privacy settings.
 - **Server authentication and SSL technology** and best in class encryption protect your data across **all devices - web & mobile**.
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05. Data Privacy (instead of Privacy Shield)

1) Privacy Policy

Personal Information

“**Personal Information,**” as used in this Policy, is information that specifically identifies an individual, such as an individual’s name, address, telephone number, or e-mail address. Personal Information also includes information about an individual’s activities, such as information about his or her activity on our Service, and demographic information, such as gender, geographic area, and preferences, when any of this information is linked to Personal Information that identifies that individual.

Personal Information does not include “**aggregate**” or other non-personal information. Aggregate information is information that we collect about a group or category of products, services, or users that is not personally identifiable or from which individual identities are removed. We may use and disclose aggregate information, and other non-personal information, for various purposes

Although information uploaded to the Service by a Taskworld enterprise customer for processing (“Customer Data”) may include information that specifically identifies an individual (e.g., a Taskworld customer could upload to the Service information about its employees or other users of the Service in order to make use of the Service, including information that specifically identifies individuals such as name and email address), that information is not Personal Information for the purposes of this Policy. Please see the “Customer Data and Security” section below for information regarding Taskworld’s handling of Customer Data.

Collection of Information

Collection of Voluntarily-Provided Information

We collect Personal Information that our users provide to us in a variety of ways on our Service. These include the following:

- **E-mail Newsletters.** We may offer e-mail newsletters from time to time on our Service. If you sign up to receive a newsletter from us, we collect your e-mail address.
- **User Accounts and Profiles.** Our Service may give you the ability to register for a Taskworld account or to create and update a user profile on the applicable Service. If we offer user account or profile functionality on the Service, we will collect the Personal Information that you provide to us in the course of registering for an account or creating or updating a user profile. This information may include, for example, name, postal address, telephone number, e-mail address, and related demographic information about you. We may indicate that some Personal Information is required for you to register for the account or to create the profile, while some is optional.

- **Interactive Features.** Our Service may contain interactive functionality that allows you to engage with other users on the Service, post comments to forums, to upload photographs and other content (the “User Materials”), participate in surveys, and otherwise to interact with the Service and with other users. If you use any interactive functionality on our Service that request or permit you to provide us with Personal Information (including, for example, any services that allow you to post User Materials on any of our Service), we collect the Personal Information that you provide to us in the course of using these interactive features.
- **Correspondence.** If you contact us by e-mail, using a contact form on the Service, or by mail, fax, or other means, we collect the Personal Information contained within, and associated with, your correspondence.

Collection of Voluntarily-Provided Information

When you visit our Service, **some information is collected automatically.** For example, when you access our Service, we may automatically collect your browser’s Internet Protocol (IP) address, your browser type, the nature of the device from which you are visiting the Service (e.g., a personal computer or a mobile device), the identifier for any handheld or mobile device that you may be using, the Web site that you visited immediately prior to accessing any Web-based Service, the actions you take on our Service, and the content, features, and activities that you access and participate in on our Service. We also may collect information regarding your interaction with e-mail messages, such as whether you opened, clicked on, or forwarded a message.

We may **collect this information passively using technologies** such as standard server logs, cookies, and clear GIFs (also known as “Web beacons”). We use passively-collected information to administer, operate, and improve the Website and our other services and systems, to improve the effectiveness of advertising on our Service, and to provide advertisements and other content that is tailored to you.

If we link or associate any information gathered through passive means with Personal Information, or if applicable laws require us to treat any information gathered through passive means as Personal Information, **we treat the combined information as Personal Information under this Policy.** Otherwise, we use and disclose information collected by passive means in aggregate form or otherwise in a non-personally identifiable form.

Please be aware that in the course of your use of the Service, **websites or other services provided by third parties** (“Third-Party Services”), including, for example, Google Analytics, may set cookies on your hard drive or use other means of passively collecting information about your use of the Service, Third-Party Services or other services or content. To do this, they may use first-party cookies (which are set by the same domain your browser is receiving data from) or third-party cookies (which are set by a different domain). Taskworld also may make non-personal information available to Third-Party Services, and these Third-Party Services may collect such information, to assist such parties in understanding our users’ activities and usage patterns on the Services.

We do not have access to, or control over, the actions of Third-Party Services. Each provider of Third-Party Services uses information that it collects in accordance with its own privacy and security policies.

With respect to Google, please be aware that we may use Google Analytics. Google, in the course of providing services or placing advertisements, may place or recognize one or more unique cookies on your computer, and may record information to these cookies based upon your activities on our Services and on third-party websites and other Third-Party Services. Google may use information about those activities to inform, optimize, and serve advertisements. Google may, for example, customize and serve advertisements on a Third-Party Service based on content you viewed on our Services. Please note this does not opt you out of being served advertising. You will continue to receive generic ads.

Information from Other Sources

We may receive information about you, including Personal Information such as gender and previous place of work from third parties, such as to integrate your social media profile onto the Taskworld platform. We may combine this information with other Personal Information we maintain about you. If we do so, this Policy governs any combined information that we maintain in personally identifiable format.

Facebook, LinkedIn, and Google Connect or Open ID

You can log in to our Web site using sign-in services such as Facebook, LinkedIn, and Google Connect or an Open ID provider. These services will **authenticate your identity and provide you the option to share certain personal information** with us such as your name and email address to pre-populate our sign up form. Services like Facebook, Google and LinkedIn Connect give you the option to post information about your activities on this Web site to your profile page to share with others within your network.

Information Related to Data Collected through the Taskworld Platform

Taskworld collects information under the direction of its clients, and has no direct relationship with the individuals whose personal data it processes.

Choice

We collect information for our clients, if you are a customer of one of our clients and would no longer like to be contacted by one of our clients that use our service, please contact the client that you interact with directly.

Service Provider, Sub-Processors/Onward Transfer

Taskworld may transfer personal information to companies that help us provide our service. Transfers to subsequent third parties are covered by the provisions in this policy regarding notice and choice and the service agreements with our clients

Access to Data Controlled by our Clients

Taskworld has no direct relationship with the individuals whose personal data it processes. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate data should direct his query to the Taskworld's client, the data controller. If the client requests Taskworld to remove the data, we will respond to their request within 30 business days.

Data Retention

Taskworld will retain personal data we process on behalf of our clients for as long as needed to provide services to our client. Taskworld will retain and use this personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements

Use of Personal Information

We use Personal Information to provide services and information that you request; to enhance, improve, operate, and maintain our Service, our programs, services, Web sites, and other systems; to prevent fraudulent use of our Service and other systems; to prevent or take action against activities that are, or may be, in violation of our Terms of Use or applicable law; to tailor advertisements, content, and other aspects of your experience on and in connection with the Service; to maintain a record of our dealings with you; for other administrative purposes; and for any other purposes that we may disclose to you at the point at which we request your Personal Information, and pursuant to your consent.

We may also use Personal Information you provide to contact you regarding products, services, and offers, both from ourselves and from third parties, that we believe you may find of interest. We allow you to opt-out from receiving marketing communications from us as described in the “Choice” section below. The use of information collected through our service shall be limited to the purpose of providing the service for which the Client has engaged Taskworld.

Disclosure of Personal Information

Except as described in this Policy, we will not disclose your Personal Information that we collect on the Service to third parties without your consent. We may disclose information to third parties if you consent to us doing so, as well as in the following circumstances:

Enterprise Administrators

The Service permits the administrator of an enterprise account to access all information submitted by the enterprise’s end users, including information about contacts that you choose to upload to the Service and your Personal Information.

Service Providers

We may disclose Personal Information to third-party service providers (e.g., payment processing and data storage and processing facilities) that assist us in our work. We limit the Personal Information provided to these service providers to that which is reasonably necessary for them to perform their functions, and we require them to agree to maintain the confidentiality of such Personal Information.

Public Areas

Some features on our Service may allow you to upload, post, or otherwise transmit User Materials to public areas of the Service, such as content that you post in a public profile on the Service. Please be aware that any Personal Information that you include within any User Materials will be made available to other users of the Service. You include Personal Information in User Materials at your sole risk. We may allow you to select privacy options that limit access to some types of Personal Information in User Materials, but no security measures are impenetrable or perfect. Additionally, even after information posted on the Website is removed, caching and archiving services may have saved that information, and other users or third parties may have copied or stored the information available on the Service. We cannot warrant or guarantee that any Personal Information that you provide on and in connection with the Service will not be accessed, viewed, or used by unauthorized persons.

Business Transfers

Information about our users, including Personal Information, may be disclosed and otherwise transferred to an acquirer, or successor or assignee as part of any merger, acquisition, debt financing, sale of Taskworld assets, or similar transaction, as well as in the event of an insolvency, bankruptcy, or receivership in which Personal Information is transferred to one or more third parties as one of our business assets.

To Protect our Interests

e also disclose Personal Information if we believe that doing so is legally required, or is in our interest to protect our property or other legal rights (including, but not limited to, enforcement of our agreements), or the rights or property of others, or otherwise to help protect the safety or security of our Service and other users of the Service.

Choice

If you subscribe to our newsletter(s) or receive commercial e-mail from us, you may unsubscribe at any time by following the instructions contained within the e-mail. You may also opt-out from receiving commercial e-mail from us, and any other promotional communications that we may send to you from time to time (e.g., by postal mail) by sending your request to us by e-mail at privacy@taskworld.com or by writing to us at the address given at the end of this policy. Additionally, if we offer user account functionality on the Service, we may allow you to view and modify settings relating to the nature and frequency of promotional communications that you receive from us.

Please be aware that if you opt-out of receiving commercial e-mail from us, it may take up to ten business days for us to process your opt-out request, and you may receive commercial e-mail from us during that period. Additionally, even after you opt-out from receiving commercial messages from us, you will continue to receive administrative messages from us regarding our Service.

Access

If we offer the ability to create user accounts or profiles on our Service, you may have the ability to access and update many categories of Personal Information that you provide to us by logging in to your account and accessing your account settings. If you wish to access, delete or amend any other Personal Information we hold about you, you may contact us at privacy@taskworld.com.

If you request that we delete your account on any of our Service (via a user settings page, by e-mail, or otherwise), we will do so within a reasonable period of time, but we may need to retain some of your Personal Information in order to satisfy our legal obligations, or where we reasonably believe that we have a legitimate reason to do so.

Links

The Service may contain links to other Web sites, products, or services that we do not own or operate. For example, the Service may contain links to third-party merchants from which users may purchase sound recordings that are streamed through the Service. The Service also may contain links to Third-Party Sites such as social networking services. If you choose to visit or use any Third-Party Sites or products or services available on or through such Third-Party Sites, please be aware that this Policy will not apply to your activities or any information you disclose while using those Third-Party Sites or any products or services available on or through such Third-Party Sites. We are not responsible for the privacy practices of these Third-Party Sites or any products or services on or through them. Additionally, please be aware that the Service may contain links to Web sites and services that we operate but that are governed by different privacy policies. We encourage you to carefully review the privacy policies applicable to any Web site or service you visit other than the Service before providing any Personal Information on them.

Social Media Widgets

Our web site includes social media features, such as the Facebook and Twitters buttons and Widgets, such as the Share this button or interactive mini-programs that run on our site. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social media features and Widgets are either hosted by a third party or hosted directly on our site. Your interactions with these features are governed by the privacy policy of the company providing it.

Children

Children's safety is important to us, and we encourage parents and guardians to take an active interest in the online activities of their children. Our Service is not directed to children under the age of 13, and we do not knowingly collect Personal Information from children under the age of 13 without obtaining parental consent. If we learn that we have collected Personal Information from a child under the age of 13 on our Service, we will delete that information as quickly as possible. If you believe that we may have collected any such Personal Information on our Service, please notify us at privacy@taskworld.com.

International Visitors

Our servers and data centers are located in the United States, Germany and South Korea. If you choose to use the Service from outside these regions., then you should know that you are transferring your Personal Information outside of your region and into these countries for storage and processing. By providing your Personal Information to us through your use of the Service, you agree to that transfer, storage, and processing in the selected region. Also, we may transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating the Service. You should know that each region can have its own privacy and data security laws, some of which may be less stringent as compared to those of your own region.

Customer Data and Security

Taskworld enterprise customers may electronically submit Customer Data to the Service. Taskworld will not review, share, distribute, or reference any Customer Data except for providing the Service to that enterprise customer and its authorized users, preventing or addressing service or technical problems, at the enterprise customer's request in connection with customer support matters, or as may be required by law.

We use reasonable security measures that are designed to protect Personal Information and Customer Data from accidental loss, disclosure, misuse, and destruction. These measures may include regular review of our data collection and storage processes, data encryption, and security software on our networks and servers. Please be aware, however, that no data security measures can be guaranteed to be completely effective. Consequently, we cannot ensure or warrant the security of any information that you, including enterprise customers, provide to us. You transmit information to us at your own risk.

Updates to this Policy

We may occasionally update this Policy. When we do, we will also revise the "last updated" date at the beginning of the Policy. Your continued use of our Service after such changes will be subject to the then-current policy. If we change this Policy in a manner that is materially less restrictive of our use or disclosure of your Personal Information, we will use reasonable efforts to notify you of the change via email (sent to the e-mail address specified in your account) and to obtain your consent prior to applying the change to any Personal Information that we collected from you prior to the date the change becomes effective. We encourage you to periodically review this Policy to stay informed about how we collect, use, and disclose Personal Information.

2) Privacy Shield

Taskworld is certified by EU-US Privacy Shield framework. We adhere to Privacy Shield's principles that govern how we treat your data.

- Taskworld Inc is part of EU-US privacy shield that governs how we process personal data of our European customers. Taskworld adheres to the Privacy Shield Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement for personal data submitted by our customers in participating European countries. Please visit www.privacyshield.gov to learn more about protecting your privacy. You can view our privacy shield certification [here](#).
- Nature of customer data: Customer data comprises of information provided by the Taskworld users. This includes their personal information, tasks, projects, files, comments and messages in workspace.

- Purpose of processing data: Taskworld is an online cloud based project management software. We collect data to provide software as a service (SaaS) to our customers. This includes in-app service and as well as customer support. Taskworld may share data internally or with third parties that are involved in providing service to our customers. Data will be processed in accordance with Privacy Shield's guidelines. Please note that the scope of Privacy Shield guidelines is limited to personal data other than human resources data.
- Choice for limiting data use: We offer users the opportunity to choose (opt out) whether their personal information is to be disclosed to a third party or to be used for a purpose that is materially different from the purpose(s) for which it was originally collected or subsequently authorized by them.
- We don't ask users for sensitive information (i.e., personal information specifying medical or health conditions, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership or information specifying the sex life of the individual).
- Accountability for onward transfer: While transferring personal data to third parties we ensure it's for limited and specific purposes in accordance with Notice and Choice Principles. We also ascertain that the agent is required to provide the same level of privacy as required by Privacy Shield's Principles. We take reasonable and appropriate steps to ensure that the agent effectively processes the personal information transferred in a manner consistent with the organization's obligations under the Principles. We require the agent to notify the organization if it makes a determination that it can no longer meet its obligation to provide the same level of protection as is required by the Principles. Upon notice, we take reasonable and appropriate steps to stop and remediate unauthorized processing and provide a summary or a representative copy of the relevant privacy provisions of its contract with that agent to the Department upon request.
- Disclosing personal information: We are required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.
- Dispute resolution: If you are a resident of any European country that's part of Privacy Shield and are not satisfied by our response to your grievance, you can seek independent recourse mechanism with [EU Data Protection Authorities \(DPA\)](#).
- Enforced by US Federal Trade Commission: U.S. Federal Trade Commission (FTC) has jurisdiction to investigate claims against our organization regarding violations of laws or regulations covering privacy. Please visit terms, privacy and security section on our website to learn more about data security.

06. Service Level Agreement (SLA)

We offer on demand SLA packages to suit your company's requirements.

Get in touch with us for more details.

support@taskworld.com