Personal Information Protection Policy of JetBrains Shanghai

Version 2.0

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At JetBrains Shanghai ("JetBrains", "us", "our", or "we"), we are strongly committed to transparency, and we want you to understand how we collect, use, disclose and protect your personal information, as well as how you can manage the personal information we collect from you. This Policy applies to your use of our websites, services and purchase of JetBrains products from us either online or offline (collectively, the "Services"). Processing of personal information in relation to use of JetBrains products is explained in the general JetBrains Privacy Notice available here: https://www.jetbrains.com/legal/docs/privacy/privacy/.

1. INFORMATION

Personal Information refers to all kinds of information related to identified or identifiable natural persons that are electronically or otherwise recorded, excluding the information that has been anonymized.

The processing of personal information includes the collection, storage, use, processing, transmission, provision, disclosure and deletion of personal information.

2. TYPES OF INFORMATION WE COLLECT

2.1 We collect two basic types of information from you: personal information and non-personal information.

2.2 If we collect and use sensitive personal information, we will highlight the sensitive personal information in bold in this Policy and obtain your separate consent before collecting and using sensitive personal information.

2.3 We collect the following personal information for providing basic services:

No.	Basic Services	Types of Personal Information
	To provide tools, products, solutions and related information to software developers and teams	Internet Protocol (IP) addres
	To administer our business	Names, e-mail address, usern
	To protect our website	IP address, cookies.
	To provide customer services	Names, e-mail address, usern

2.4 In order to provide you with high quality products and better services, we may collect the following personal information for providing extended services:

No.	Extended Services	Typ
	To use data analytics to improve our website, products and services, marketing, customer relationships and experiences	Nar
	To make suggestions and recommendations to you about products and services that may be of interest to you	Coo

You can change your settings regarding extended services in Cookie Settings.

3. HOW WE COLLECT AND USE INFORMATION

3.1 How we collect your information

We will collect your personal information when you:

Visit our website or use our Services;

Communicate with us; or

Ask for customer service, support or other assistance.

3.2 How we use your information

Unless otherwise consented by you in advance, or as may be permitted or required by law, we will only process your personal information to fulfill the purposes in accordance with this Policy.

3.3 We also use cookies and other similar third-party automation tools (such as codes, scripts, interfaces, algorithm models, etc.) to collect and use your personal information. Details of the cookies and similar technologies we use are described in our Cookie Notice. You can adjust your Cookie Settings anytime.

3.4 Please note that consent is not required for our collection, use, sharing, transfer and disclosure of your personal information in the following circumstances:

(a) where it is necessary for the conclusion or performance of a contract to which you are a party;

(b) where it is necessary for the performance of statutory duties or statutory obligations;

(c) where it is necessary for the response to a public health emergency or for the protection of the life, health and property safety of a natural person under emergency circumstances;

(d) where such acts as news reporting and supervision by public opinions are carried out for the public interest, and the processing of personal information is within a reasonable scope;

(e) where it is necessary to process the personal information disclosed by you or other personal information that has been legally disclosed within a reasonable scope in accordance with the provisions of applicable laws; and

(f) other circumstances prescribed by laws and administrative regulations.

4. HOW WE SHARE, TRANSFER AND DISCLOSE YOUR PERSONAL INFORMATION

4.1 Sharing

We will only share your personal information with your consent or where there are other legal bases for such processing. You can find more information here.

(1) Service providers. We will share your personal information with our service providers in order to provide Services to you. Our service providers include cloud service providers, analytics service providers, and identity verification service providers. We require our service providers to use your personal information only for the purposes of relevant service agreements.

(2) Third-party payment companies. When you purchase products and services, we may need to complete payment through the services of a third-party payment company, in which process we may need to provide your information to such third-party payment company. In addition, the third-party payment company will also synchronize the transaction results with us after completing the processing of your payment instructions so that we can provide you with products and services in a timely manner after verifying the payment status.

(3) Professional service organizations. We may provide your information to professional service organizations, including insurance companies, audit firms and law firms, to ensure such professional service organizations can provide us with the services we require.

(4) Third-party service integration. The products and services we provide may allow you to invoke or integrate third-party services, for example, allow you to use your account of a third-party platform to log in. The collection and use of your personal information in this process will be subject to the personal information protection policies of the third-party platforms. Please read and understand the content of the third-party platforms' personal information protection policies.

4.2 Transfer

If your personal information needs to be transferred due to reasons such as merger, division, dissolution or declaration of bankruptcy, we will notify you the name and contact information of the recipient. The recipient shall continue to fulfill its obligations as a personal information processor.

4.3 Disclosure

We may disclose your information to government authorities, administrative and judicial authorities or other entities and persons under the following circumstances:

(1) the disclosure is to comply with legal requirements;

(2) to perform rights and obligations under the Website Terms of Use, other agreements you or legal entities authorizing you have entered into with us and this Policy;

(3) to protect our safety, property and rights;

(4) to protect users' safety, property and rights;

(5) to prevent, investigate or deter illegal activities; or

(6) other circumstances where there are legal bases to disclose personal information.

5. HOW WE STORE AND PROTECT YOUR PERSONAL INFORMATION

5.1 We will retain your personal information as required by laws and regulations, for the duration necessary for the purposes stated in this Policy and for the duration agreed upon in the relevant agreements.

We will delete or anonymize your personal information after the retention period has expired. If it is technically difficult to delete your personal information, we will only store the personal information and take necessary security measures. We will not further process your personal information or use your personal information for other purposes.

5.2 We will store the information on AWS servers in Ireland.

5.3 We respect your privacy and are committed to protecting your personal information. We have taken appropriate measures to ensure its security and confidentiality, and prevent your personal information from being accidentally lost, used or accessed in an unauthorized way, tampered or leaked.

5.4 In the events of unauthorized access, leakage, tampering or loss of your personal information ("personal information security incidents"), we will take remedial actions immediately to mitigate and avoid the harm resulting from the above-mentioned personal information security incidents. We may not notify you if the measures we have taken are able to effectively avoid any damage caused by the personal information security incidents.

If we are required by the laws and regulations to notify the authorities in charge of personal information protection and you, we will notify the relevant parties in a timely manner.

5.5 If you suspect an unauthorized use or disclosure of your personal information, please contact us as soon as possible.

6. THIRD-PARTY LINKS

6.1 Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share your personal information.

6.2 Please note that your access to the third-party websites or use of third-party services will be governed by and subject to their rules, agreements, and personal information protection policies.

7. YOUR RIGHTS

7.1 Access to or copy your personal information

You have the right to access or copy your personal information you provided to us, unless otherwise provided by the laws and regulations.

7.2 Request correction or supplements of your personal information

When you find that your personal information you provided to us is inaccurate or incomplete, you have the right to ask us to make correction or supplements.

7.3 Request erasure of your personal information

7.3.1 You can submit a request to delete your personal information under the following circumstances:

(a) where the purpose for which the personal information is processed has been fulfilled, or it is impossible to fulfill such purpose, or it is no longer necessary to fulfill such purpose;

(b) where we cease to provide products or Services, or the retention period has expired;

(c) where you withdraw your consent;

(d) where we process personal information in violation of laws, administrative regulations or the agreement; or

(e) other circumstances stipulated by laws and administrative regulations.

7.3.2 You may contact us in the manner set forth in this Policy to submit an account cancellation request and have your personal information deleted or anonymized according to applicable laws.

To process your cancellation request, we need to verify that all of the following conditions have been met:

(a) we have fully performed obligations under the Website Terms of Use, other agreements you or legal entities authorizing you have entered into with us and other obligations, and

(b) you have fully performed obligations under the Website Terms of Use, other agreements you or legal entities authorizing you have entered into with us and other obligations.

Where the retention period as stipulated by laws and administrative regulations does not expire, or it is technically difficult to realize deletion of personal information, we will stop processing other than storage and implementation of necessary security protection measures.

7.4 Withdraw your consent

Where the processing of personal information is based on your consent, you are entitled to withdraw your consent.

Withdrawal of your consent does not affect the lawfulness and validity of any personal information processing activity carried out based on your consent before such withdrawal.

Please note that withdrawal of consent may prevent you from accessing or using some of our Services.

7.5 Request explanation

You can request us to explain our rules for processing personal information.

7.6 Respond to your above-mentioned requests

7.6.1 You may exercise your rights in personal information processing activities through the contact methods provided in this Policy. If your request is declined, we will provide the reasons.

7.6.2 Your reasonable request will be dealt with free of charge. However, where the requests are manifestly excessive, in particular because of their repetitive character, we may charge a reasonable fee taking into account the administrative costs of providing the information or communication or taking the action requested.

8. CHILDREN'S INFORMATION

Our Services are not directed at children under the age of fourteen (14). We will not knowingly collect personal information from or about children under fourteen (14). If you believe that we may have any personal information from or about a child under fourteen (14), please contact us.

9. INTERNATIONAL TRANSFER OF PERSONAL INFORMATION

We will transfer your personal information to the jurisdiction outside the People's Republic of China (the "PRC") to perform the contracts between you and JetBrains (Details are as follows).

Overseas Recipient	For more information, please visit this website.
Types of Personal Information Involved	Examples of Personal Data involved in data processing include: • names, • email address, • phone number (if voluntarily provided), • username, • password, • photograph (if voluntarily provided), • cookies, • Internet Protocol (IP) address, • Information about your device and/or internet browser, • SSH public key, • physical address, • information about subscription and payments, including financial information associated with our accounts and payments, • tax ID, • comments, voluntarily provided feedback, and any Personal Information provided in survey or form responses.
Purposes of Processing	1. To provide you with software, services, or information; 2. To protect us from piracy and unlawful use of our software or Services. 3. For internal evidence of JetBrains and to protect the rights and interests of JetBrains and other users. 4. To promote and market our products and Services. 5. To fulfill legal duties stipulated by accounting, taxation, and other laws.For more details about such purposes, please visit JetBrains' General Privacy Notice.
Methods of Processing	Collecting, using, storing, processing and disclosing Personal Information
Contact Information	Privacy.cn@jetbrains.com

Under such circumstances, we will follow relevant rules of the PRC and other applicable laws and regulations with respect to the transfer of the personal information outside the PRC, and take necessary measures to protect your personal information.

If you have any questions about this section or to exercise your rights in personal information processing activities, please contact us in the manner set forth in this Policy.

10. NOTIFICATION AND AMENDMENT

As required by laws and regulations and necessary for the provision of our products and Services, we may revise this Policy from time to time. We will release any change to the Policy on our website.

11. CONTACT US

If you have any questions, concerns or complaints, or would like to access to and manage your personal information, or to exercise your rights in personal information processing activities, you can contact us:

Email	Privacy.cn@jetbrains.com
Phone	+86 021 2321 3032
Address	A51. 35/F, PingAn Riverfront Financial Center, 757 Mengzi Road, Huangpu District, Shanghai 200023, China

We will respond to your request as soon as reasonably practicable (usually within 15 days after we receive your request), but it may take longer to respond to complicated requests. We may need to verify your identity before dealing with your request.

If you are not satisfied with our reply, you can complain to us at the contact information listed in this Policy, and we will accept and process your complaint within 15 working days after we receive your complaint, but it may take longer to respond to complicated complaints. You also have the right to: make a complaint or report to the consumer rights and interests protection authority, market supervision and administration authority or other competent authorities; or to submit the dispute to Shanghai International Economic and Trade Arbitration Commission for arbitration.

Appendix: List of Cookies and Similar Technologies

JetBrains Shanghai (“we” or “us”) provide you with products and services that embed cookies and similar technologies, and the providers of cookies and similar technologies will process personal information.

Details of the cookies and similar technologies we use are described in our Cookie Notice. You can adjust your Cookie Settings anytime.