

Smartsheet Privacy Policy

Updated policy: Effective on November 28, 2016

This Privacy Statement applies to www.smartsheet.com owned and operated by Smartsheet.com, Inc. (“Smartsheet”, “We”, “Us”, “Our”). This privacy statement describes how Smartsheet collects and uses the personal information you provide on the domain umbrella of www.smartsheet.com, our mobile sites and mobile applications, and any other application or access point we make available to you (collectively, our “Web Properties”). It also describes the choices available to you regarding our use of your personal information and how you can access and update this information.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>.

Collection and Use of Personal Information

Information We Collect Directly from You.

We collect certain personal information that you provide directly to us. For example, we collect the following personal information from you:

- Contact Information such as your name and email address.
- If you elect to purchase a paid subscription to any of the services we offer, we ask you to provide billing Information such as billing address, credit card number and phone number.
- When you create an account to use our services, you are asked to provide an email address and password as your login credentials. You also have the opportunity (but are not required) to provide your first and last name.

Information We Collect Automatically on Our Web Properties.

As is true of most websites, we automatically gather information about your computer such as your IP address, browser type, referring/exit pages, and operating system, as well as the other information listed in the “Cookies and Other Tracking Technologies” section below. We do link this collected data to other information we collect about you.

We use the information we collect from you to:

- Administer your account.
- Assess the needs of your business to determine suitable products and services
- Fulfill your order for our services.

- Link or combine with other information we receive from third parties to help understand your needs, provide you with better service and for marketing purposes.
- Monitor and analyze activity on our Web Properties.
- Provide, improve, maintain and operate our services.
- Send you administrative messages, invoices, order confirmations, security alerts, support messages, technical notices, and updates.
- Investigate and respond to illegal activities or fraudulent transactions and/or fraudulent usage of our Web Properties.
- Respond to customer service requests and provide support.
- Respond to your comments, concerns and questions.
- Send you requested information and for other purposes which we have notified you about.
- Share your email address with your organization upon request. If the email address under which you have registered your account belongs to or is controlled by an organization (with the exception of known ISP email providers such as Gmail, Hotmail, etc.), we may disclose that email address to that organization in order to help it understand who is using Smartsheet.

We are based in the United States and the information we collect is governed by U.S. law. By accessing or using our services or Web Properties or otherwise providing information to us, you consent to the processing and transfer of information in and to the U.S.

Our Service

We provide a work collaboration service from our Web Properties (the "Service") that permits users to share information with each other by creating, uploading, and attaching information to shared "sheets" stored and accessed through our Web Properties. Our use and distribution of information that you submit or upload to these shared sheets, including any personal information you submit to sheets, is described in our [User Agreement](#) (or other subscription agreement you entered into with us, if any). This Policy does not apply to personal information that you uploaded to sheets.

Choice/Opt-Out for Communications from Us

Customers can opt out of being contacted by us by following the opt-out instructions located in the e-mails we may send you, by changing your privacy settings in the Service, or by [contacting us](#) at any time.

However, Smartsheet reserves the right to send its existing customers certain communications relating to the Service as part of our commercial relationship with you, such as service announcements and administrative messages, without offering the opportunity to opt out of receiving them. If you do not wish to receive them, you

have the option to cancel your account by logging in to your Smartsheet account, accessing the Account Admin menu, and clicking the Cancel Account link.

Information Sharing

Except as provided for in our [User Agreement](#) (or other subscription agreement you entered into with us, if any) and this Policy, we do not disclose your personal information to third parties without your consent.

We do not sell any of your personal information to third parties or allow third parties to use it for their marketing purposes. Smartsheet uses third-party intermediaries to manage payment processing. These intermediaries are solely links in the distribution chain, and are not permitted to store, retain, or use the information provided except for purposes of payment processing.

We may share your information with third party vendors, consultants and other service providers who are working on our behalf and require access to your information to carry out that work, such as to process billing, provide customer support, etc. For example, we may use third party data centers to host our Web Properties or to store documents uploaded to our application. We obtain appropriate contractual and technical protections to limit these service providers' use and disclosure of your personal information.

We release personal information if we believe we must do so to comply with the law, to comply with a subpoena, bankruptcy proceedings, or similar legal process, to enforce our [User Agreement](#) (or other subscription agreement you entered into with us, if any), or to protect the rights and safety of Smartsheet, our customers, our individual users and the general public.

If Smartsheet is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via a prominent notice on our Web site of any change in ownership that affects your personal information, as well as any choices you may have regarding your personal information.

Cookies and Other Tracking Technologies

We use cookies, beacons, tags, scripts and similar technologies to keep track of your preferences and profile information. A cookie is a small text file that is stored on a user's computer for record-keeping purposes. Cookies are also used to collect general usage and volume statistical information that does not include personal information. Technologies such as: cookies, beacons, tags and scripts are used by Smartsheet and our trusted partners. These trusted partners include: analytics partners, marketing partners and network/website optimization partners.

These technologies are used on our Web Properties for the purpose of analyzing trends, administration, tracking users' navigation paths on our Web Properties and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies by these partners on an individual as well as aggregated basis. We do not tie the information gathered to our Customers' or Users' personally identifiable information.

We use Local Storage, such as HTML5, to store content information and preferences. Third parties with whom we partner to provide certain features on our website or to display advertising based upon your web browsing activity also use HTML5 to collect and store information. Various browsers may offer their own management tools for removing HTML5.

Behavioral Targeting and Remarketing

We use Google AdWords and other trusted partners to manage our advertising in order to display ads on third party Web sites to users who previously visited our Web Properties. As a result, our ads may be displayed to you on a Google search results page or on third party Web sites in the Google advertising network. Our partners use cookies and Web beacons to collect non-personally identifiable information about your activities on our Web Properties and other Web sites to provide you targeted advertising based upon your interests. If you wish to not have this information used for the purpose of serving you targeted ads, you may opt-out by clicking [here](#) (or if located in the European Union, click [here](#)). You will continue to receive generic ads. Any data collected will be used in accordance with our own privacy policy and those of our partners.

Additional Policy Information

Blogs/Community

Our website offers publicly accessible blogs or community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal information from our blog or community forum, contact us at support@smartsheet.com. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

Data Retention

We will retain your personal information that you provide to us for as long as needed to provide you services or as described in our [User Agreement](#) (or other subscription agreement you entered into with us, if any). We will retain and use your personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Import Contacts

You can import contacts from your Gmail account (if it has been linked to your Smartsheet account) or from any other email account address book (Outlook, etc). To use the import contacts feature, you will need to upload a CSV file containing your contacts. We only use the contacts you import for the contacts feature in Smartsheet, and to share information you choose to share in Smartsheet.

Links to Other Websites

Our Web Properties include links to other websites whose privacy practices may differ from those of Smartsheet. If you submit personal information to any of those sites, your information is governed by their privacy statements. We encourage you to carefully read the privacy statement of any website you visit.

Referrals

If you choose to use our referral service to tell a friend about our site, we will ask you for your friend's name and email address. We will automatically send your friend a one-time email inviting him or her to visit the site. Smartsheet stores this information for the sole purpose of sending this one-time email and tracking the success of our referral program. Your friend may contact us at support@smartsheet.com to request that we remove this information from our database.

Security

When we collect personal information directly from you, we follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. When you enter sensitive information (such as a credit card number) on our order forms, we encrypt the transmission of that information using secure socket layer technology (SSL/TLS). We make every reasonable effort to protect your personal information, but no company, including Smartsheet, can guarantee the absolute security of Internet communications. If you have any questions please refer to our [Security Policy](#), or you can contact us at support@smartsheet.com.

Single Sign-On (SSO)

You can log into our site using external single sign-on providers such as Google OpenID or SAML conformant identity providers. These services will authenticate your identity and may provide you the option to share certain personal information with us such as your name and email address to pre-populate our signup form.

Testimonials

We post customer testimonials on our website which may contain personally identifiable information such as the customer's name. We obtain the customer's consent prior to posting the testimonial to post their name along with their testimonial. If you want to remove your personal information that is being displayed on our website under public pages, please send your request to support@smartsheet.com.

Updates and Access to Personally Identifiable Information

If your personally identifiable information changes, or if you no longer desire our Service, you may correct, update, amend, delete/remove or deactivate it using the Account Administration settings, contacting an administrator of your organization's Smartsheet Account or by emailing support@smartsheet.com or by contacting us by telephone or postal mail at the contact information listed below. We will respond to your request to access within 5 days.

Widgets

Our website includes Widgets, which are interactive mini-programs that run on our site to provide specific services from another company (e.g. displaying the news, opinions, music, etc). Personal information, such as your email address, may be collected through the Widget. Cookies may also be set by the Widget to enable it to function properly. Information collected by this Widget is governed by the privacy policy of the company that created it.

Safe Harbor

[We Self-Certify Compliance With:](#)



Smartsheet complies with the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. Smartsheet has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view Smartsheet's certification, please visit <http://www.export.gov/safeharbor/>.

Notification of Privacy Statement Changes

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on our Web Properties prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

Contact Information

Questions regarding our Policy or the practices concerning our Web Properties should be directed [here](#) as a security question, or by regular mail addressed to Smartsheet.com, Inc., Attn: Legal, 10500 NE 8th Street, Suite 1300, Bellevue WA 98004.

