Evidence Privacy Policy

Website and Evidence Reference Manager add-in

Introduction

Welcome to the Evidence Privacy Policy.

This Privacy Policy (“Policy”) explains how 4BetterDevices GmbH (“we”, “us”, “our”) collects and handles your personal data when you browse and interact with the Evidence website and when you use the Evidence Reference Manager add-in for Microsoft Word, in accordance with Article 13 of the General Data Protection Regulation (“GDPR”).

“Personal data” means any information relating to an identified or identifiable natural person.

Your privacy is very important to us and the GDPR allows us to protect your personal information. Personal data collected through the Evidence website and the Evidence Reference Manager add-in will be processed solely and exclusively for the purposes described in this Policy and will not be used for any other purpose.

Who processes your personal data?

The Data Controller is:

4BetterDevices GmbH
Glogauer Str. 7, 53117 Bonn, Germany

If you have any questions related to how we process your personal data you can contact us at any time by sending an email to: info@4betterdevices.com

What data do we process and why

4BetterDevices will process the following categories of personal data:

Categories of personal data processed	Examples of data processed
Identification data	Name Surname Email address IP address
Usage data	Browsing data such as location (country), type of device, necessary technical information for connection and navigation (domain name, Uniform Resource Identifier, etc.) Technical data recorded when Word loads the Evidence Reference Manager add-in (browser type, requested address including the address of your Evidence workspace and a one time sign in identifier, time of request)
Other personal data	The content of your communications with us, including any personal data you may disclose in your messages The record of your consent to our newsletter (date, time and IP address of your sign up and confirmation) Contract and invoicing data, where you or your organisation become our customer

We do not process special categories of personal data (such as data concerning health), nor data relating to criminal convictions and offences.

We will process your personal data for the following purposes:

1) Provision of the website

Activities related to the purpose	Categories of personal data processed	Legal basis for processing	Are you required to provide your data?
In order to allow you to access and navigate on our website, our systems automatically collect personal data about you. The transmission of such data is an inherent feature of Internet communication protocols.	Identification data (IP address) Browsing data such as location (country), type of device, necessary technical information for connection and navigation (domain name, Uniform Resource Identifier, etc.), server request, time of the request, server response	Our legitimate interest in providing a functioning and secure website, Article 6(1)(f) GDPR	Your personal data is automatically transmitted to us when you send a request to access our website. You may object to this processing at any time, on grounds relating to your particular situation, by contacting us.

2) Communicating with users

Activities related to the purpose	Categories of personal data processed	Legal basis for processing	Are you required to provide your data?
You can decide to contact us via email or using the contact forms available on our website. We will process your personal data in order to reply to your inquiries and communicate with you.	Identification data (name, surname, email address) Other (any personal data that you may include in your communication with us)	Performance of a contract or taking steps at your request prior to entering into a contract, Article 6(1)(b) GDPR, where you contact us on your own behalf Otherwise, our legitimate interest in answering inquiries and presenting our services to businesses, Article 6(1)(f) GDPR	No. We will only process your personal data if you decide to get in touch with us via a contact form or by sending us an email. Where we rely on our legitimate interest, you may object at any time.

3) Provision of our Software as a demo

Activities related to the purpose	Categories of personal data processed	Legal basis for processing	Are you required to provide your data?
If you decide to contact us in order to book a demo of our Software as a Service via the Calendly form on our website, we will process certain personal data about you in order to provide you with the requested service. After booking a meeting with us, should you decide to test our product, specific terms will apply. You will be provided with an account and more detailed information on the processing of your personal data for the use of our service.	Identification data (name, email address) Other (any personal data that you may include in your communication with us)	Taking steps at your request prior to entering into a contract, Article 6(1)(b) GDPR, where you book the demo on your own behalf Otherwise, our legitimate interest in organising the demo you requested and presenting our services to your organisation, Article 6(1)(f) GDPR	No. We will only process your personal data if you decide to get in touch with us by booking a demo on our website. Where we rely on our legitimate interest, you may object at any time.

4) Detecting, identifying and preventing fraud or abuse on the Website

Activities related to the purpose	Categories of personal data processed	Legal basis for processing	Are you required to provide your data?
We need to process browsing data for the purpose of detecting, identifying and preventing fraud or abuse on the Website.	Browsing data such as location (country), type of device, necessary technical information for connection and navigation (domain name, Uniform Resource Identifier, etc.)	Our legitimate interest in preventing the risk of fraud and abuse on our website, Article 6(1)(f) GDPR	Your data is necessary for allowing us to detect and prevent fraud and abuse. In any case, you may oppose to the processing at any time by contacting us.

5) Evidence Reference Manager (Microsoft Word add-in)

Evidence Reference Manager is our add-in for Microsoft Word, available through Microsoft Marketplace (formerly AppSource). It lets users insert citations and bibliographies from their Evidence workspace into Word documents. It requires an Evidence account provided by your organisation.

5.1 Data processed on behalf of your organisation

The add-in signs in to your organisation’s Evidence workspace and reads projects, reviews, studies and citation styles from it. For this processing, we act as a processor on behalf of your organisation under Article 28 GDPR and its agreement with us. Your organisation is the controller: please refer to its privacy notice, and contact it to exercise your rights regarding this data. The sign in window opens your organisation’s Evidence login page, which sets only strictly necessary cookies (a session cookie and a security cookie) to sign you in and keep you signed in. These cookies do not require your consent (Section 25(2) No. 2 TDDDG).

5.2 What stays on your device

The add-in does not send the content of your documents to Evidence or anywhere else. Citations and references are stored in the document itself, and the only add-in setting saved with the document is the name of the citation style you choose. The add-in keeps the address of your Evidence workspace and a sign in token in its local storage on your device. This storage is strictly necessary to provide

the service you request (Section 25(2) No. 2 TDDDG). Signing out removes the token. The add-in sets no cookies of its own and does not use analytics, error reporting or tracking.

5.3 Access logs (we are the controller)

Activities related to the purpose	Categories of personal data processed	Legal basis for processing	Are you required to provide your data?
The add-in is hosted at addin.evidence.systems by OVHcloud (OVH Groupe SAS) in France, acting as our processor. When Word loads the add-in, our web server records access logs to operate the service and protect it against misuse and attacks. The logs are deleted automatically after 30 days.	Identification data (IP address) Usage data (browser type, requested address including the address of your Evidence workspace and a one time sign in identifier, time of request)	Our legitimate interest in operating and securing the add-in, Article 6(1)(f) GDPR	Providing this data is neither a statutory nor a contractual requirement, but the add-in cannot be loaded without it. You may object to this processing at any time, on grounds relating to your particular situation, by contacting us at info@4betterdevices.com.

5.4 Microsoft

Microsoft Word runs the add-in on your device and, as Microsoft requires for Marketplace add-ins, loads Microsoft's Office JavaScript library from Microsoft's servers. Microsoft processes this data, and other data about your use of Office, as an independent controller under its own Privacy Statement (privacy.microsoft.com). We have no control over that processing.

6) Newsletter

Activities related to the purpose	Categories of personal data processed	Legal basis for processing	Are you required to provide your data?
With your consent, we send you our newsletter with news about Evidence, product updates and invitations to events. We ask for your consent when you book a demo or after it, and you confirm it by clicking the link in a confirmation email. We send the newsletter with Mailchimp and keep a record of when and how you gave your consent. If you are already our customer, we may also send you information about our own similar services without your consent, as permitted by Section 7(3) of the German Act against Unfair Competition (UWG). We inform you of your right to object when we collect your email address and in every newsletter.	Identification data (name, email address) Other (the record of your consent: date, time and IP address of your sign up and confirmation)	Your consent, Article 6(1)(a) GDPR For existing customers: our legitimate interest in promoting our own similar services, Article 6(1)(f) GDPR, in conjunction with Section 7(3) UWG	No. Receiving the newsletter is voluntary. You can withdraw your consent or object at any time, free of charge, using the unsubscribe link in every newsletter or by contacting us.

7) Compliance with legal obligations and legal claims

Activities related to the purpose	Categories of personal data processed	Legal basis for processing	Are you required to provide your data?
We keep contracts, invoices and business correspondence to comply with our obligations under German commercial and tax law. Where necessary, we also use personal data to establish, exercise or defend legal claims.	Identification data (name, surname, email address) Other (content of communications, contract and invoicing data)	Compliance with a legal obligation, Article 6(1)(c) GDPR, in conjunction with Section 257 HGB and Section 147 AO Our legitimate interest in establishing, exercising or defending legal claims, Article 6(1)(f) GDPR	This processing is required by law for data we already hold. You do not need to provide any additional data for it.

Cookies on our website

Our website uses only cookies that are strictly necessary to display it and keep it secure, such as the cookie_consent cookie, which stores your cookie choices for 6 months. These cookies do not require your consent (Section 25(2) No. 2 TDDDG). We do not use analytics, advertising or tracking cookies, or similar technologies, on our website.

When you open the Calendly booking page to book a demo, Calendly sets its own cookies and asks for your consent where this is required. Calendly is responsible for these cookies, as described in Calendly's Privacy Notice.

Do we disclose your data to anyone?

In order to provide our service to you, we may have to disclose your personal data to third parties, public and/or private by virtue of a legal obligation.

We also rely on the following service providers, acting as our Data Processors under Article 28 GDPR. They process your personal data only on our instructions and under appropriate confidentiality and security obligations:

- **Microsoft Ireland Operations Limited** (Microsoft 365): email (Outlook) and video calls (Teams);
- **OVHcloud** (OVH Groupe SAS, France): hosting of the Evidence Reference Manager add-in;
- **OVHcloud** (OVH Groupe SAS, France): hosting of the Evidence website;
- **Mailchimp** (The Rocket Science Group LLC, an Intuit company, United States): sending of our newsletter;
- **Calendly Inc.** (United States): booking of demos.

When you select a slot to book a demo, the booking page is provided by Calendly Inc. Calendly processes your booking data on our behalf as our Data Processor, under a data processing agreement that requires it to use the data only for our scheduling purposes and to keep it secure. Calendly also uses cookies on its booking pages, and processes some data for its own purposes, as an independent controller. Calendly is responsible for that processing, which is described in Calendly's Privacy Notice.

Do we transfer your data outside the EU/EEA?

Your personal data is processed within the European Union and the European Economic Area, with the following exceptions:

- **Calendly:** when you book a demo, Calendly Inc. processes your booking data in the United States. This transfer is based on the European Commission's adequacy decision for the Data Privacy Framework between the EU and the United States, under which Calendly is certified,

and, should that framework no longer apply, on the Standard Contractual Clauses adopted by the European Commission (Article 46 GDPR).

- **Mailchimp:** when you subscribe to our newsletter, Mailchimp stores and processes your data in the United States. This transfer is based on the European Commission's adequacy decision for the Data Privacy Framework between the EU and the United States, under which Mailchimp is certified, and, should that framework no longer apply, on the Standard Contractual Clauses included in Mailchimp's Data Processing Addendum (Article 46 GDPR).
- **Microsoft:** Microsoft stores our Microsoft 365 data within the EU (EU Data Boundary). In limited cases, for example for global security operations, Microsoft may access data from outside the EU. Such transfers are based on the Standard Contractual Clauses included in Microsoft's data protection terms (Article 46 GDPR).

Should any other transfer of your personal data to third countries outside the EU/EEA become necessary, such data transfers will take place only to third countries with an Adequacy Decision in place approved by the European Commission or, in case of no Adequacy Decision, based on Standard Contractual Clauses provided by the European Commission and additional security measures to ensure data security.

You can obtain a copy of the safeguards for these transfers by contacting us at info@4betterdevices.com.

How long do we retain your personal data?

We keep your personal data only as long as necessary for the purposes for which we collected it, and then delete it. The following periods apply:

Data	Retention period
Server logs of the Evidence website	[30 days]
Server logs of the Evidence Reference Manager add-in	30 days
Communications with us (emails, contact forms)	[12 months] after our last exchange, unless they lead to a contract
Demo booking data (Calendly)	[12 months] after the demo, unless it leads to a contract
Newsletter data	Until you unsubscribe or withdraw your consent. We keep the record of your consent for [3 years] afterwards, to be able to prove it.
Contracts, invoices and business correspondence	6 to 10 years, as required by German commercial and tax law (Section 257 HGB, Section 147 AO)

A longer retention period may apply in the event of a legal complaint or dispute, for as long as needed to resolve it.

How do we support you in exercising your rights?

We inform you that you have the right to:

- Ask us whether or not your personal data is being processed, and if so, request access or ask for copies of your personal data. You can also ask us for further information related to this Policy (Right of Access);
- Ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete (Right to rectification);
- Ask us to erase your personal data in certain circumstances (Right to erasure or 'right to be forgotten');
- Object, under certain circumstances, to the processing of personal data, for reasons relating to your specific situations (Right to object, see below);
- Not be subject to a decision based solely on automated processing, including profiling. We do not use automated decision making or profiling;
- Receive personal data in a standardized format in case you wish to transfer them to another data controller (Right to data portability);
- Lodge a complaint at any time with a data protection supervisory authority (Right to lodge a complaint with a Supervisory Authority). The authority competent for us is LDI NRW, the data protection authority of North Rhine Westphalia (www.ldi.nrw.de);
- Ask us to restrict the processing of your information in certain circumstances (Right to restrict the processing);
- In the event of rectification, erasure, or restriction of the processing of your personal data, we are committed to notifying such changes to all recipients to whom the data has been disclosed, unless this proves impossible or involves disproportionate effort;
- Withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

Right to object (Article 21 GDPR)
Where we process your personal data on the basis of our legitimate interests (Article 6(1)(f) GDPR), you have the right to object at any time, on grounds relating to your particular situation. We will then stop the processing, unless we can demonstrate compelling legitimate grounds that override your interests, rights and freedoms, or the processing serves to establish, exercise or defend legal claims.
Where we use your personal data for direct marketing, including our newsletter, you can object at any time without giving reasons, and we will stop.
To object, contact us at info@4betterdevices.com or use the unsubscribe link in our newsletter.

The exercise of rights is not subject to any formal constraints and is free of charge.

You may exercise your rights by contacting us at the following address: info@4betterdevices.com

Links to third parties websites

Our website may contain links to websites operated by third parties such as LinkedIn. We are not responsible and have no control over how they operate or how they process data. We encourage you to read their privacy notices before using those websites.

Updates

This Policy may be subject to changes and reviews.

All personal data processed is subject to this Policy effective at the time it was collected.

Any changes to this Policy will be posted on this page and, if necessary, notified to you.

We encourage you to consult our Policy periodically so that you are always informed about how we process your personal data.

This Policy was last updated on 2026-10-26