



ce.docentric.com

Website Privacy Policy & Cookie Policy

Last updated: October 5, 2026

1. Who We Are

This website, ce.docentric.com, is operated by **Docentric d.o.o.**, Ljubljanska cesta 24G, 4000 Kranj, Slovenia, registration number 6125689000 ("Docentric", "we", "us"). We are the controller of the personal data described in this policy.

For any question about this policy or your personal data, contact us or our Data Protection Officer at info@docentric.com or by post at the address above.

This policy covers **this website only**. Data sent by the Docentric CE application itself is covered by our separate Diagnostics and Usage Data Collection Policy.

2. Changes To This Policy

We may update this policy when our practices or the applicable law change. If a change materially affects how we use your data, we will make that clear — and where the change concerns cookies, we will ask for your consent again.

Part 1 – Privacy Policy

3. What We Collect, Why, and on What Legal Basis

3.1. When You Contact Us or Open a Support Ticket

Data	Full name, company name, email address, the content of your message, and for support tickets any files you attach.
Why	To answer your enquiry, provide support, and keep a record of the issue and its resolution.
Legal basis	Performance of a contract or steps taken at your request (Art. 6(1)(b) GDPR); where there is no contract, our legitimate interest in responding to enquiries about our products (Art. 6(1)(f)).
Consequence of not providing	We cannot reply to you.

To handle your request, we use Microsoft 365 (email) and HappyFox (support tickets) as sub-processors, under agreements with equivalent data-protection obligations. We will update this list in section 4 before adding or replacing a sub-processor.

A note on attachments. Attached templates or sample output may contain personal data of your customers or employees, so send only what is needed and anonymize where you can. **Do not include passwords, keys, or sensitive business data.** Where you send us files containing personal data, we act as your processor in respect of that data and process it only to resolve your request.

3.2. When You Subscribe to Our Newsletter

Data	Your email address, plus the date, time and IP address of your sign-up and of your confirmation (kept as evidence of your consent).
Why	To send you product news, updates, roadmap information and articles about Docentric CE.
Legal basis	Your consent (Art. 6(1)(a) GDPR).
Withdrawing	Every email contains an unsubscribe link, and you can unsubscribe at any time. Withdrawing does not affect mail already sent.

We can see whether our emails are opened and which links are clicked, which we use to judge whether our newsletter is useful.

3.3. When You Visit the Website

Data	Pages viewed, approximate location derived from IP address, referring page, device and browser type, and, where you consent, interaction recordings (mouse movement, clicks, scrolling). Text you type into forms is masked and is not visible in these recordings.
Why	To understand how the site is used and improve it.
Legal basis	Your consent, given through our cookie banner (Art. 6(1)(a) GDPR; Art. 5(3) e-Privacy Directive).
Tools	Google Analytics 4 (advertising features disabled) and Microsoft Clarity. Neither runs until you accept analytics cookies.

3.4. Technical and Security Data

Our hosting provider and our security provider (Cloudflare) automatically log requests to the site, including IP address, timestamp, requested URL and user agent. We use these logs to keep the site available and to protect it against attacks and abuse. **Legal basis:** our legitimate interest in the security and availability of our website (Art. 6(1)(f) GDPR).

3.5. What We Do Not Do

We do not sell personal data. We do not use it for advertising or profiling, and we do not make decisions about you by automated means that produce legal or similarly significant effects (Art. 22 GDPR). This site is intended for business users and is not directed at children.

3.6. Leaving Our Website

Some actions take you to third-party services with their own privacy policies, which we do not control: **Getting Docentric CE** takes you to **Microsoft Marketplace** - the transaction, and any data you enter, is handled by Microsoft. Where you obtain a trial through Microsoft Marketplace, Microsoft provides us with your contact details so that we can support you as a user of our product.

4. Who We Share Data With

We use the following service providers, under data processing agreements where they act as our processors:

PROVIDER	PURPOSE	LOCATION / TRANSFER / SAFEGUARDS
Umbraco A/S (Umbraco Cloud, on Microsoft Azure)	Website hosting, storage of form submissions	EU (Azure West Europe)
Microsoft (Microsoft 365)	Email - our info@ and support@ mailboxes	EU, with support access from outside the EU under Microsoft's standard terms
Microsoft (Clarity)	Website analytics and session replays	EU and USA — EU-US Data Privacy Framework and Standard Contractual Clauses
Google Ireland Ltd. (Google Analytics, Google Tag Manager)	Website analytics	EU and USA — EU-US Data Privacy Framework and Standard Contractual Clauses
HappyFox Inc.	Support ticket management	USA — EU-US Data Privacy Framework and Standard Contractual Clauses
Intuit Mailchimp	Sending the newsletter	USA — EU-US Data Privacy Framework and Standard Contractual Clauses
Cloudflare	Content delivery, security and bot protection	Global network — Standard Contractual Clauses

Beyond these, we disclose personal data only where we are legally required to, or where it is necessary to establish, exercise or defend legal claims.

Where data is transferred outside the European Economic Area, we rely on the safeguards named above. You can request a copy of the relevant safeguards from info@docentric.com.

5. How Long We Keep It

DATA	RETENTION
Contact form submissions stored on the website	30 days, after which the email record in our mailbox is the only copy
Emails and support tickets (including attachments)	For as long as we have a business relationship with you, or your license is active, and then up to 3 years so we can handle follow-up questions and possible legal claims, unless the message or attachments contain personal data in which case we remove or anonymize the personal data after the ticket is resolved.

Newsletter subscribers	Until you unsubscribe. We then keep your address on a suppression list so that we do not email you again.
Analytics data (Google Analytics)	Event-level data linked to cookie or device identifiers for 2 months, and user-level data for 14 months from the user's most recent visit, after which it is automatically deleted. Aggregated, non-identifying statistics may be retained longer.
Session recordings (Microsoft Clarity)	30 days; aggregated heatmap data up to 9 months
Server and security logs	30 days

6. Your Rights

Under the GDPR you have the right to: **access** your data; **rectify** it if it is wrong; request **erasure**; request **restriction** of processing; **receive** your data in a portable form; and **withdraw consent** at any time, without affecting processing carried out before you withdrew it.

In particular, you may object at any time to processing based on our legitimate interests (sections 3.1 and 3.4). We will then stop unless we have compelling legitimate grounds or need the data for legal claims.

To exercise any of these, email info@docentric.com. We will respond within one month; if a request is complex, we may extend this by a further two months and will tell you if we do. We may need to ask for information to confirm your identity.

You also have the right to lodge a complaint with a supervisory authority. Ours is the **Information Commissioner of the Republic of Slovenia (Informacijski pooblaščenec)**, Dunajska cesta 22, 1000 Ljubljana, gp.ip@ip-rs.si, www.ip-rs.si. You may also complain to the authorities in the EU country where you live or work.

If you are in the United Kingdom, you may also complain to the Information Commissioner's Office (ico.org.uk).

7. How We Protect Your Data

We protect your personal data with appropriate technical and organizational measures, ensuring that only necessary data is processed and stored for the shortest period based on the purpose of processing, and we regularly educate our employees about data protection laws.

Access is limited to the people who need it, and our email, website administration and support system require multi-factor authentication. Data is transmitted over encrypted connections (HTTPS) and stored on infrastructure that encrypts data at rest.

No system is completely secure, and we do not claim otherwise; we keep our measures under review as our team and our tools change.

Part 2 – Cookie Policy

1. What Cookies We Use

A cookie is a small file stored in your browser. We use two kinds.

Strictly necessary cookies are needed for the site to work and to protect it. They are set without your consent, because the site cannot function without them, and they do not track you across other websites.

Analytics cookies help us understand how the site is used. They are set **only if you accept them**. If you decline, they are not set and the site works exactly as before.

We do not use advertising or marketing cookies.

When you first visit, we ask whether you accept analytics cookies. You can accept all or reject all with a single click, and you can change your mind at any time via **Cookie settings** in the footer of every page. Rejecting or withdrawing removes the analytics cookies we set. We will ask again after 12 months, or sooner if this policy changes materially.

Cookies set on Microsoft's own domains (clarity.ms, bing.com) cannot be deleted by us. You can manage them through your browser settings or Microsoft's privacy dashboard at <https://account.microsoft.com/account/privacy>.

2. The Cookies in Detail

Strictly necessary

Cookie	Set by	Purpose	Expires
cc_cookie	ce.docentric.com	Remembers your cookie choices	12 months
__cf_bm	Cloudflare	Distinguishes humans from bots	30 minutes
_cfuvid	Cloudflare	Protects against abuse and excessive requests	Session
cf_clearance	Cloudflare	Records that you passed a security check	30 days
ARRAffinity, ARRAffinitySameSite	Microsoft Azure	Keeps you on the same web server during a visit	Session
.AspNetCore.Antiforgery.*	ce.docentric.com	Protects our forms against cross-site request forgery	Session

Analytics — set only with your consent

Cookie	Set by	Purpose	Expires
_ga	Google Analytics	Distinguishes visitors	2 years
_ga_N93EFDKSE0	Google Analytics	Maintains the analytics session	2 years
_clck	Microsoft Clarity	Identifies the browser for Clarity	1 year
_clsk	Microsoft Clarity	Links the pages you view in one visit	1 day
CLID	clarity.ms	Records the first time Clarity saw this browser	1 year
ANONCHK	clarity.ms	Technical flag used by Microsoft	10 minutes
MR	bing.com	Indicates whether to refresh the MUID cookie	7 days
MUID	bing.com	Microsoft identifier used across Microsoft services	1 year
SM	clarity.ms	Synchronises the MUID identifier	Session

3. Manage cookies in your browser

Every browser lets you block or delete cookies through its settings. Blocking strictly necessary cookies may stop parts of the site working.