

Unit4 Advanced Virtual Agent (AVA) Privacy Statement

This Privacy Statement applies to Unit4's processing of personal data by the Unit4 Advanced Virtual Agent (the "Ava Service"). The Ava Service will allow you to interact with Unit4 through a conversational interface (chat). The Ava Service will process personal data provided by you in the form of chat messages in order to provide assistance and automatically perform tasks on your behalf, as described below.

Unit4 Group Holding B.V. will act as the data controller in relation to the Ava Service. All references in this Privacy Statement to "we", "us" and "our" shall be considered a reference to Unit4 Group Holding B.V. and/or all its affiliated entities. This Privacy Statement contains, inter alia, information regarding the purposes for which we process personal data, with whom we share your information and what rights you have in relation to your personal data.

The source of personal data	Unit4 will collect any personal data directly from you through the Ava Service.
For what purpose does Unit4 process your personal data?	<p>The Ava Service processes personal data in order to provide assistance and perform activities on your behalf, completing tasks such as timesheet, absence and invoice approvals.</p> <p>The Ava Service stores the chat messages, the detected information, and your feedback data and utilizes these to help make improvements and do better next time.</p>
What categories of personal data do we process for this processing purpose?	<p>Any personal data contained in or collected through the Ava Service, which may include names and email addresses.</p> <p>The Ava Service will allow you to interact with Unit4 using Microsoft Teams. Unit4 will therefore require access to your Microsoft Teams ID (and potentially other account information) and will store this ID in order to identify and remember you.</p>
Will we process special categories of data?	No.
On which legal basis do we rely to process your personal data?	The legal basis we rely on to process personal data collected through the Ava Service is our legitimate interest in providing services to you in an efficient manner which benefits our business interests.

<p>Recipients of the personal data: with which third parties does Unit4 share personal data?</p>	<p>The Ava Service is enabled by the Azure AI Bot Service, formerly known as the Microsoft Bot Framework. The Microsoft Bot Framework is a service that enables intelligent services and connections using conversation channels you authorize. As a service provider, Microsoft will process the content you provide in order to enable and run the Ava Service. Your interactions with the Ava Service are also subject to the Microsoft Teams terms of use.</p> <p>Any personal data in the content you provide may be processed by Azure OpenAI, which is operated by Microsoft and hosted in in Microsoft's Azure environment. This data is not available to other users of Azure OpenAI and is not used to train or improve Azure OpenAI models or foundation models.</p> <p>For more information about how Microsoft handles personal data, please see the privacy statement here: http://go.microsoft.com/fwlink/?Linkid=521839.</p>
<p>How long will the personal data be retained?</p>	<p>Unit4 does not store your personal data longer than is legally permitted and necessary for the purposes for which the data were collected. Personal data collected through the Ava Service will be retained until your or your employer's contract with Unit4 expires or is terminated, unless you request earlier deletion (see "Your rights as a data subject" below). Please see Microsoft's privacy statement for information about how long Microsoft retains your data: http://go.microsoft.com/fwlink/?Linkid=521839.</p>
<p>International transfers of personal data</p>	<p>Personal data collected from the EU/EEA and UK through the Ava Service will be stored in Europe in a Microsoft Azure data centre. In order to provide support to you in relation to the Ava Service, Unit4 personnel may need to access your personal data outside the EU/EEA. Unit4 will only access or transfer your personal data internationally in accordance with applicable laws. We only transfer personal data collected from the EEA, UK or Switzerland to a country outside of these areas, if there is an adequate level of data protection for that data in the country to which it is transferred. If the relevant supervisory authority has not provided an adequacy decision for that country, processing will only take place provided that there are appropriate safeguards which provide an adequate level of protection for personal data. In such a case, Unit4 will comply with the applicable obligations in the EU Standard Contractual Clauses or other equivalent contractual obligations (or such other appropriate safeguards that the applicable data protection authority or a competent regulator decides provide a sufficient level of protection).</p>
<p>Your rights as a data subject</p>	<p>Depending on where you are based, you may have a number of rights set out in applicable laws. You can make a request for any and all of the following:</p> <ul style="list-style-type: none"> • To access and obtain a copy of your personal data; • To have updated any incorrect or incomplete personal data; • To delete / erase your personal data; • To restrict the processing of your personal data (in certain circumstances); • To request your personal data in a portable format; • To object to the processing of your personal data; and • To withdraw your consent (where the legal basis of processing personal data was based on consent). <p>To make such a request, please send an email to: privacy@unit4.com. For more information about exercising your rights, please see Unit4's Privacy Notice, available here. You may also have the right to lodge a complaint with your local or national data protection regulatory or supervisory authority.</p>

Contact us

You may contact Unit4's Global Data Protection Officer at dpo@unit4.com.