

Swoop UC Privacy Policy

Mobile Application



Required for the provision of our service

The categories of personal data described below is processed and generated when using the App. This data is required for technical purposes to increase ease of use for App functions and to ensure stability and security.

What personal data we collect and process

When downloading the Swoop UC application, we process the information required to download it from the respective marketplace, in particular username, email address and the customer number of your account, time of download and individual device ID. We do not control the purpose and means for the collection of this data and are therefore not responsible for it. We only process the data to the extent necessary for downloading the App to your device and for other technical purposes related to the availability and development of the App. The type of information we collect relates directly to what is reasonably necessary for Swoop UC's business activities and can include a wide range of personal information. For example, Swoop UC collects personal information which includes or may include: your name, mobile phone number, business address, gender, occupation, contact list passwords and location.

User Information

When you log into our App we will process the User information connected to your profile. This data consists of: User name and password. We process this data on the basis of a contractual obligation agreed to with your employer.

Contact Information

If you contact us via email or via our contact form, we will process information required to answer your query. This data consists of: Email address and, if provided, your name and telephone number. We process this data on the basis of our legitimate interest to answer your business related queries.

Traffic Data

When using our App, traffic data will be processed. This data is required to facilitate communication. Traffic data is generated and processed automatically when end users communicate via the App and consists of: information about the participants, calling and called number, the connected IP address, the date, the time, the duration of the call, the amount of data used, and when roaming, we register the network that was used. We process this data on the basis of a contractual obligation agreed to with the party that has provided you with access to the App. In most cases, this will be your employer.

Business Contacts

When using our app, business contacts can be processed by the service for which you, your company or your employer has purchased and configured a licensed version of the Swoop UC communication software. The business contacts are managed and configured by your employer and, if applied, will provide you with an overview of other business end users registered by your employer. Business contacts are access and processed after authentication and synchronisation of the data with the corresponding servers. We process this data on the basis of a contractual obligation agreed to with the party that has provided you with access to the App. In most cases, this will be your employer.

Device Contact List

When you make use of certain features, we ask you for your consent to use your device contacts. We will not use this data if you do not consent. If you do not consent, you may not be able to use all functions of our App.

You may subsequently grant or withdraw your consent at any time by using the settings in the App or your

operating system. If you do consent, your device contacts will be accessible through the App.

The data is stored on the device and on per single contact base the user can request to sync this data to our server to enhance the user experience. We process this data on the basis of your consent.

Use case 1: Giving the access to contacts, you will be able directly from the app to search for your corporate contacts AND your phone contacts and place a call on the desired contact.

Use case 2: When selecting a phone contact after use case 1, you may want to click on “import” to import this contact as a private contact within the corporate directory and allow you to identify the caller on all your corporate devices and call him directly from the corporate directory on any of your corporate devices.

Photos and Media

When you make use of certain features, our App, we ask you for your consent to use your, photos and media. We will not use this data if you do not consent. If you do not consent you may not be able to use all functions of our App. You may subsequently grant or withdraw your consent at any time by using the settings in the App or your operating system. If you do consent and make use of the feature, your data will can stored on our servers relating to the party that has provided you with access to the App. In most cases, this will be your employer. We process this data on the basis of your consent.

Usage Statistics

Subject to appropriate consent, our App collects anonymous usage data to determine usage-related statistical indicator that we can use for business intelligence purposes to improve our App and make it more attractive for you as a end user. The data is anonymized from the outset and cannot be associated with a identified or identifiable person at any time. You may subsequently grant or withdraw your consent at any time by using the settings in the App. We process this data on the basis of your consent.

Chat Information

When using our messaging functionality within our App, we will process the data necessary to facilitate communication, this data consists of: IP address, login data, chat messages, chat partner, status of the chat messages, transmitted files. The data collected in the App and then synchronized with the corresponding server on which the Swoop UC software is installed to the extent necessary to provide the relevant functions. Only you have access to data stored solely in the App. The corresponding party that has provided you with access to the App, has access to the data located on the server. We process this data on the basis of a contractual obligation agreed to with the party that has provided you with access to the App. In most cases, this will be your employer.