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1. Definitions

- **Affiliates:** means the legal entities owned directly or indirectly by Wrike, Inc. or that are otherwise in Wrike, Inc.'s corporate family.
- **CCPA:** means the California Consumer Protection Act. If you are a California resident, you should read this Privacy Policy together with its Additional Privacy Details for California Residents section, which provides additional information about our California information practices, including a description of CCPA rights available to some Californians.
- **Controller:** means the entity that has certain legal rights to determine the purposes for which Personal Data will be Processed and the means by which that Processing will happen.

- **Customer:** means the entity that has contracted with Wrike to receive a free, trial, or paid Platform Plan or other Service Offerings. For example: When a business purchases a Platform Plan and sets up accounts under that Platform Plan for employees, the business is the Customer, and each individual using the Platform under the Plan is a User. If a one-person business signs up for its own free Platform Plan, that person is both the Customer and the User. If that person invites others to set up accounts under that Plan, those other people will be Users as well.
- **GDPR:** means the EU General Data Protection Regulation.
- **Personal Data:** means any information about an identified or identifiable individual, such as their name or contact information.
- **“Process,” “Processed,” and “Processing:** refer to any operation or set of operations that can be performed on Personal Data or on sets of Personal Data. This includes, for example, collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure and destruction.
- **Processor:** means an entity that Processes Personal Data on behalf of a Controller.
- **Service Data:** is Personal Data or other information that Users: input directly into the Platform; create within the Platform; send to the Platform through our Chrome browser extension or through other apps and integrations; or provide to Wrike through authorized methods as part of other Service Offerings.
- **Service Offerings :**means the Platform and Wrikes related support and professional services.
- **User:** means an individual who uses a Service Offering. Within the Platform, there are three types of Users: Regular Users, External Users, and Collaborators. Those User types are defined at that [hyperlink](#).

- **Workspace:** means the Platform instance to which a Customer gains access when entering into a Platform Plan. The Workspace may contain one or more projects administered by the Customer.
- **Chilli Note:** means Chilli Note, Pvt Ltd., whose contact information is at the end of this Privacy Policy

2. Scope of this Privacy Policy, and a Note Regarding Service Data

Where indicated, this Privacy Policy applies to Service Data. We do not control the content of Service Data, and, because of security features in the Platform, in most cases we are unable to read such content. Under the GDPR and similar laws, Wrike is considered the Customers Processor of any Personal Data in the Service Data. Chilli Note Processes Personal Data in the Service Data pursuant to the instructions of the relevant Customer or as required by applicable law, as described in the Wrike Terms of Service at <https://www.wrike.com/security/terms> or the alternative agreement (if applicable) signed by Wrike and that Customer for the Service Offerings. For any Workspace on the Platform, the relevant Customer is the one that Wrike authorizes to control the administrator account. Specifically, that Customer is the Controller for all information submitted by any User to that Workspace, including Regular Users, External Users, and Collaborators. The foregoing is true even when those Users happen to be employees of another Customer, as each Customer is a Controller of only its own Workspaces. Regular Users of a Workspace can find contact information for the relevant Customers administrator(s) by logging in to the Workspace and selecting "Profile", then "Profile Settings", and then "Account Information". Other individuals may contact Wrike to ask Wrike to forward a request or inquiry to a particular Workspaces administrator or designated contact point. Chilli Note may disclose any Service Data, including certain deleted Service Data, or data previously received from deactivated Users, to the relevant Customer, and Wrike provides the Customer with certain tools for modifying, deleting or taking other steps with Service Data. Accordingly, Users and other individuals should contact the relevant Customer with any requests relating to Personal Data about them that may appear in that Customer's Service Data. If Wrike receives a request from a User to exercise rights in Service Data, we will refer the User's request to the relevant Customer and cooperate with that Customer's handling of the request, subject to any special contractual arrangement with that Customer. For requests from

Customer account administrators relating to their own Personal Data, Wrike may handle the request directly. The Privacy Policy also applies to our handling of Personal Data that is not Service Data, such as Personal Data about:

- Visitors to our websites and events;
- Prospective Customers and their personnel;
- Reseller and referral partners;
- People who sign up for our newsletters or other marketing

However, this Privacy Policy does not cover any data we Process in the context of our own recruiting and human resources management activities.

3. Types of Personal Data We Collect

Because we designed the Platform to be content- and data-agnostic, our Customers are empowered to provide us with any kind of Personal Data in the Service Data. In addition to Service Data, we collect contact details, professional details such as title and name of company, information about the browsers and devices that individuals use to interact with us, information about an individual's interactions with Wrike or our partners, payment information, and inferences drawn from other Personal Data. We obtain much of this data directly from the relevant individuals, including in some cases with the technology described in the "Cookies and Automated Data Collection" section further below. We also obtain Personal Data directly from our current or prospective Customers and from other third-party sources such as resellers, referral partners, distributors, list vendors and marketing companies, as well as from publicly available sources such as prospective Customers' websites and third-party sites like LinkedIn.

- To provide and improve our Service Offerings, including internal analysis of aggregate usage patterns;
- To respond to questions, concerns, or customer service inquiries, and to otherwise fulfill individuals' requests;

- To send information about our current and future Service Offerings, including marketing communications by phone, email, online display advertising, and other channels;
- To offer and provide our Service Offerings to you through our approved resellers;