

Course
IFSC 76003-9U1 – Data Protection and Privacy

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Assignment 2
Privacy Policy – Quantum Leap, Inc

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Privacy Policy - Quantum Leap, Inc.

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Introduction

Effective Date: September 21, 2025

This Privacy Policy describes how Quantum Leap, Inc. collects, uses, and protects your information when you use our Enterprise Web Services (EWS) cloud computing platform and website, EWS.com.

Scope of this Policy

This policy applies to all personal information we collect through EWS.com and in the course of providing our EWS cloud services. It describes our practices for our conventional cloud computing business, but not for data processed within a subscriber's compute resources.

Information We Collect

Account and Registration Information. When you subscribe to EWS, we collect the following personal identifiable information:

- Name
- Address
- Email address
- Banking information(Credit cards or bank accounts)
- User credentials(Username and password or other form of identification)

Billing and Payment Information. We retain data about your interactions with our payment processing systems. This includes payment history and transaction details necessary for billing and collection.

Key Usage Metrics. As we are a computing company and main source of income is customer usage billings. We collect metadata and usage metrics for our subscribers' compute resources for billing purposes. This includes information about server usage, storage, and network traffic.

End User Support Information. A LLM support chat models are used to improve end user experience when they connect with custom support team. Support team may collect only required information from you to resolve your requests.

Vendor Information. End user identity is confirmed by using a third-party tool eVerifyMe.

How We Use Your Information

We use the information we collect for the following business purposes:

To provide services: To provision and manage user EWS account and deliver our cloud computing services.

For billing and payments: To process transactions and collect annual subscription and usage fees.

Account Verification: To confirm user identity during registration through our third-party eVerifyMe provider.

For communication: To send out notices about user account, including subscription renewal and expiration.

To provide support: To respond to end customer support requests.

For service improvement: To analyze usage metrics to improve and develop new services.

How We Handle Subscriber Data on Compute Resources

We do not retain information on the compute resources utilized by subscribers, such as software licenses, virtual machines, or data stored, beyond the usage metrics needed for billing. Your data is isolated from other subscribers through software-defined networks. EWS employees do not access subscriber systems, data, or storage unless access is explicitly granted by the subscriber for support or maintenance purposes.

User Control on automated system updates as per policy changes

We use automated patching systems to keep your operating systems, virtual machines, and network services updated for security. While this process is automated, subscribers have the right to override these services at their own risk.

Global Transactions

Quantum Leap operates a global conventional cloud computing service with subscribers worldwide and a secondary data center near Paris, France, for disaster recovery.

Data Hosting: All subscriber data, including personal information, is initially processed and stored in our West Memphis, Arkansas facility.

Data Replication: A full, real-time replica of the West Memphis data center exists in our Paris, France facility. This replica is used exclusively for disaster recovery.

Disaster Recovery: If the West Memphis data center becomes unavailable, all traffic is automatically rerouted to the Paris facility.

VPN Tunnel: Under normal operations, all traffic to and from the Paris facility passes through a virtual private network (VPN) tunnel connected to the West Memphis facility, with physical landline and satellite connections.

EU Data Transfers and GDPR: If you are an EWS subscriber in the European Union (EU) or European Economic Area (EEA), your personal information is transferred to the United States for processing. This is a lawful transfer based on the EU–U.S. Data Privacy Framework. We adhere to the Data Privacy Framework (DPF) Principles to ensure an adequate level of data protection. **International Employee Data:** We have remote employees across multiple continents. Employee data will be handled in accordance with local regulations and internal policies.

Data Security

We implement robust security measures to protect your personal information against accidental loss and unauthorized access. These measures include:

- Secure data storage and access controls.
- Encryption for payment transactions.
- Isolated networks for subscriber data.
- Physical security for our data centers.

While we take extensive precautions, no data transmission or storage can be guaranteed to be 100% secure. As much as company is responsible for managing collected data at the same time end user is also responsible keeping their credentials safe and stored in safe place,

Your Data Privacy Rights

Depending on your location and applicable laws, you may have certain rights regarding your personal data, including:

Right to Know: To know what personal information we collect, use, and disclose about you.

Right to Access: To access and receive a copy of your personal data.

Right to Correction: To request correction of inaccurate personal information.

Right to Deletion: To request deletion of your personal information, subject to certain legal requirements.

Right to Opt-Out: To opt-out of certain data processing activities, such as direct marketing.

To exercise these rights, please contact our Chief Information Security Officer (CISO), Michael Dorn, using the contact information below.

Data Retention

We retain your personal information only for as long as necessary to provide our services and for other essential purposes, such as:

- Complying with legal obligations, including tax and billing records.
- Resolving disputes.
- Enforcing our agreements.

After the retention period, we securely delete or anonymize your personal information.

Browser Data Retention (Cookies Management)

Our website, EWS.com, uses cookies to enhance user experience. By using our website, you consent to our use of cookies. The information collected through cookies includes IP addresses and usage details. You can manage your cookie preferences through your browser settings.

Policy Updates

We may update this policy from time to time. When we make material changes, we will notify you through a prominent notice on our website or by sending an email notification to your account email address. The "Effective Date" at the top of this policy will indicate when it was last revised.

Contact us

If you have questions about this Privacy Policy or our privacy practices, please contact us:
Chief Information Security Officer (CISO): Michael Dorn
Email: [mail@quantumleaps.inc]
Mail: Quantum Leap, Inc. , West Memphis, Arkansas