

Privacy Policy — Address Autocomplete & Validation for Jira Cloud

Legally Enhanced Version (Marketplace-Ready)

Last updated: Feb 18, 2026

1. Introduction

Actual Intelligence Software (“we”, “us”, “our”) provides the Address Autocomplete & Validation for Jira Cloud application (“App”), available through the Atlassian Marketplace.

This Privacy Policy describes how we access, process, store, and protect Personal Data in connection with the App. This policy is required by Atlassian Marketplace and is intended to comply with:

- Atlassian Marketplace Partner Agreement
- GDPR (where applicable)
- CCPA/CPRA (where applicable)
- Industry-standard privacy and security practices

We process only the minimum data required to deliver address autocomplete and validation functionality. We do not sell or use Personal Data for advertising or unrelated purposes.

2. Categories of Data Accessed, Collected, or Processed

2.1 Jira Data Access

The App does not access or retrieve any Jira issue fields, user profiles, project settings, or administrative data, except: the text manually entered into the Address Custom Field by the user.

We do not access or process:

- User names
- Email addresses
- Jira issue metadata
- Account IDs
- Any non-address-related fields

2.2 Address Lookup Input (Transient Processing Only)

To perform autocomplete, the App processes only: partial address query text entered by the user.

This text is processed transiently and is not stored, logged, or retained beyond the immediate lookup operation.

We do NOT store:

- Full or partial addresses
- Customer names or identifiers
- Jira project or issue identifiers
- Any other content entered into Jira issues

2.3 Technical Data for Reliability and Security

For operational integrity, the App may temporarily process:

- Error logs
- Timing metrics
- Hashed tenant identifiers (for usage metering only)
- Integration tokens (secure, short-lived, never exposed to users)

No personally identifiable information (PII) is included in these logs.

3. Data Sharing

The App sends address lookup requests to a third-party address provider.

Shared Data:

- Partial address query text
- Proxy-generated request metadata
- Hashed tenant identifier (if required)

Not Shared:

- Jira user identity
- Email addresses
- Account IDs
- Issue data
- Authentication credentials

Third Parties:

- Secure proxy in COUNTRY
- Address validation provider
- Infrastructure providers

We do not share any data with advertisers, brokers, analytics companies, or social networks.

4. Data Storage and Hosting Locations

Persistent storage limited to:

- Monthly usage count for each tenant (hashed)

No address data stored.

Hosting regions include Canada, USA, EU, etc.

5. Responsibility for Processing Personal Data

Actual Intelligence Software, not Atlassian, is solely responsible for all processing performed by the App.

6. Legal Basis for Processing (GDPR)

Art. 6(1)(b) and 6(1)(f). No special categories processed.

7. Data Retention Policy

Only hashed usage counts retained for 12 months. No address-related content retained.

8. Security Measures

Includes token rotation, TLS encryption, environment-variable secret storage, input validation, least-privilege access, monitoring, no client-side persistence.

9. User Rights

GDPR/CCPA rights apply but usually unnecessary as no personal data is stored.

10. Changes to This Policy

Policy updates will appear on the Marketplace listing.

11. Contact Information

Actual Intelligence Software

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Website: <https://actualintelligencesoftware.com/>

Support: <https://actualintelligencesoftware.com/contact>