

What is Privacy Shield?

The EU-U.S. and Swiss-U.S. Privacy Shield Frameworks were designed by the U.S. Department of Commerce and the European Commission and Swiss Administration to provide companies on both sides of the Atlantic with a mechanism to comply with data protection requirements when transferring personal data from the European Union and Switzerland to the United States in support of transatlantic commerce.

Invoice Ninja complies with the [Privacy Shield Principles](#) for all onward transfers of personal data from the EU and Switzerland, including the onward transfer liability provisions.

With respect to personal data received or transferred pursuant to the Privacy Shield Frameworks, Invoice Ninja is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. In certain situations, Invoice Ninja may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. With respect to personal data received or transferred pursuant to the Privacy Shield Frameworks, Invoice Ninja is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. In certain situations, Invoice Ninja may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

All 3rd parties that receive Users PII data are listed in our DPA here: <https://www.invoiceninja.com/privacy-policy/> Invoice Ninja does not provide or utilize any 3rd party PII for any purpose other than operating our core platform Invoice Ninja service.

In compliance with the Privacy Shield Principles, Invoice Ninja commits to resolve complaints about our collection or use of your personal information. EU and Swiss individuals with inquiries or complaints regarding our Privacy Shield policy should contact InvoiceNinja at: legal@invoiceninja.com We are committed to reply to all enquiries within 2 business days.

Invoice Ninja has further committed to refer unresolved Privacy Shield complaints to an alternative dispute resolution provider located in the United States. If you do not receive timely acknowledgment (as noted above) of your complaint from us, or if we have not addressed your complaint to your satisfaction, you may visit <https://www.jamsadr.com/eu-us-privacy-shield> for more information or to file a complaint.

Additionally, Invoice Ninja has contributed to the Privacy Shield Arbitral Fund. In Annex I of the EU-U.S. Privacy Shield Framework (<https://www.privacyshield.gov/article?id=ANNEX-I-introduction>), the Department of Commerce committed to facilitating the establishment of a fund into which Privacy Shield organizations will be required to pay contributions to cover arbitral costs. The International Centre for Dispute Resolution-American Arbitration

Association (ICDR-AAA) was selected to administer these arbitrations and manage this fund. The arbitration mechanism described in Annex I and required contributions are separate from an organization's obligation to provide an independent recourse mechanism (IRM).

Users with questions regarding their account privacy, data use, data purging, questions or concerns on any privacy or any data use matter, should contact: privacy@invoiceninja.com or legal@invoiceninja.com