

# JAMS Software Privacy Statement

Last Updated: December 2025

## PRIVACY ESSENTIALS – INTRODUCTION

We are JAMS Software LLC

108 Patriot Drive

Suite A

Middletown, DE 19709

United States

[www.jamsscheduler.com](http://www.jamsscheduler.com)

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**“Personal Data”** means data which identifies a person or could identify a person, such as their name, contact details and financial data. It applies to Personal Data that we process in connection with your relationship with us as a (prospective) client, supplier, partner, investor, visitor to our website or prospective employee.

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We understand that you are aware of and care about your own personal privacy interests, and we take that seriously. This Privacy Statement describes the JAMS Software policies and practices regarding its collection and use of your Personal Data and sets forth your privacy rights. We recognize that information privacy is an ongoing responsibility, and so we will periodically update this Privacy Statement as we undertake new Personal Data practices or adopt new privacy policies.

Every individual has a right to understand how their Personal Data is being used and to exercise control over it using data protection rights which are set out in the European Union General Data Protection Regulation (“**GDPR**”) and the California Consumer Privacy Act (“**CCPA**”). This Privacy Statement seeks to ensure that you know:

- What Personal Data we collect from you;
- What we are doing with your Personal Data;
- That we will only use your Personal Data for the purposes set out in this Privacy Statement; and
- Your rights, and how you can exercise control over your Personal Data.

We make the following commitments. We will:

- Not send you marketing emails if you do not want to receive them;
- Not sell your Personal Data or disclose it for a business purpose;\*
- Always ensure that we only share your Personal Data with third parties where absolutely necessary with appropriate safeguards in place;

- Apply the principles of Privacy by Design and Data Minimization throughout our organization; and
- Ensure appropriate technical and organizational measures are in place to protect your Personal Data and keep it secure.

\* For California data subjects falling under the scope of the CCPA

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If you have further questions, please contact us at: [dataprivacy@jamssoftware.com](mailto:dataprivacy@jamssoftware.com)

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If you have any complaints relating to Data Breach, Privacy Breach, Fraud, Conflict of Interest, Discrimination, or Harassment involving Personal Data or breach of Code of Conduct, you may lodge your complaints at [dataprivacy@jamssoftware.com](mailto:dataprivacy@jamssoftware.com).

You also have the right to lodge a complaint with a supervisory authority, particularly in the country where you reside, place of work or place of the alleged infringement if you consider that processing Personal Data infringes the GDPR.

The contact details for the relevant Supervisory Authorities for Data Protection are included in this Privacy Statement.

United Kingdom Information Commissioner's Office ("**ICO**")

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

United Kingdom

T +0303 123 1113 (or +44 1625 545745 if calling from overseas)

[www.ico.org.uk](http://www.ico.org.uk)

California Privacy Protection Agency

400 R Street

Suite 350

Sacramento, CA 95811

T +1-916-572-2900

[www.cppa.ca.gov](http://www.cppa.ca.gov)

For all other countries, please contact the Data Privacy authorities in your country.

# PRIVACY STATEMENT FOR THE JAMS SOFTWARE GROUP OF COMPANIES

## CONTACT DETAILS

If you have any questions about this Privacy Statement or the way in which your Personal Data is being used by us, please contact:

Data Protection Office  
JAMS Software LLC  
108 Patriot Drive  
Suite A  
Middletown, DE 19709  
United States  
Email: [dataprivacy@jamssoftware.com](mailto:dataprivacy@jamssoftware.com)

## 1. ABOUT JAMS SOFTWARE

This Privacy Statement applies generally to Personal Data received by the following companies in the JAMS Software Group in any format. JAMS Software will ensure all global data handled by our offices conforms to this Privacy Statement:

References to **“We”**, **“Us”**, **“the Company”**, **“JAMS”**, and **“JAMS Software”** shall apply to the company in the Group that is processing your Personal Data.

JAMS Software LLC (U.S.A.)

JAMS Software (Armenia)

JAMS Software is a leading global provider of centralized workload automation and job scheduling solutions that run, monitor, and manage jobs and workflows that support critical business processes.

## 2. THE PURPOSE OF THIS PRIVACY STATEMENT

This Privacy Statement describes our approach to data privacy and sets out the basis on which any Personal Data we collect from you, or that you provide to us, will be used by us where we are controllers of that Personal Data for the purposes of the GDPR.

We are committed to protecting the rights and privacy of individuals in accordance with data protection legislation including the GDPR and CCPA.

Please read this Privacy Statement carefully to understand our views and practices regarding the Personal Data we collect and how we will treat it.

Your privacy is important to us, and we are committed to protecting and safeguarding your rights.

### 3. WHO THIS PRIVACY STATEMENT APPLIES TO

This Privacy Statement provides specific information relating to the following individuals whose Personal Data we process where we are a controller of the Personal Data:

- Business contact data including our (prospective) customers, suppliers, partners, shareholders, and business prospects (“**Business Contacts**”);
- Prospective employees/those applying for jobs at the Company (“**Candidates**”); and
- Users and guests of our website (“**Website Users**”).

Personal Data of employees of the Company is dealt with via an internal privacy statement and documentation.

### 4. CATEGORIES OF PERSONAL DATA

We may process the following categories of Personal Data, subject to the Data Minimization Principle (we only process data where required). For each category we have included an example of the type of Personal Data that may be part of that category:

Personal Data Category	Description
Identification Data	May include name, surname, title, date of birth, driver’s license, and passport information.
Contact Data	May include a person’s email address, phone number, postal address, and other communication details (e.g., LinkedIn profile ID).
Communication Data	May include phone calls, email correspondence, and hard copy correspondence.
Marketing Data	May include Contact Data and any preferences in receiving marketing from us, and communication preferences.
Recruitment Data	<p>May include recruitment related data such as Identification Data, Contact Data, Communication Data, CV/resume, and job application data.</p> <p>When processing CV/resume data, we may process certain Personal Data including the following: employment history, skills, experience, languages, educational history, qualifications, membership of professional associations, contact details of employer references or character references, licenses held, interests and hobbies, languages, locations, nationality, eligibility to work in certain jurisdictions, salary expectations, interview answers and notes, and usernames and passwords for access to our recruitment portal.</p>
Financial Data	May include payment-related information or bank account details and financial data received as part of the services that we provide. (Credit card data, Bank Account data).

Personal Data Category	Description
Special Category Recruitment Data	If we interact with candidates for the purposes of a job with the Company, we may collect Recruitment Data that is of a special category as per the GDPR definition: this can include diversity data such as gender, religion, racial or ethnic origin, sexual orientation, trade union membership, or data relating to health. We will only source this data with the explicit consent of candidates.

## WEB DATA

When you visit or use our websites or applications, subscribe to our newsletters, or otherwise interact with us through our digital channels, in addition to the information you provide to us directly, we may collect information sent to us by your computer, mobile phone or other access device. For example, we may collect:

Personal Data Category	Description
Device information	Hardware model, IMEI number and other unique device identifiers, MAC address, IP address, operating system version, device settings used to access the services, and device configuration
Log information	Time, duration, and manner of use of our products and services or products and services connected to ours
Location information	Your location (derived from your IP address, Bluetooth beacons or identifiers, or other location-based technologies), that may be collected when you enable location-based products or features such as through our apps
Other information about your use of our digital channels or products	Apps you use or websites you visit, links you click within our advertising e-mail, motion sensors data

## 5. OUR LEGAL BASIS FOR PROCESSING PERSONAL DATA

We process all Personal Data lawfully and in accordance with the requirements of the applicable law. The GDPR sets out the legal grounds for processing Personal Data. When the Company processes Personal Data, it is generally on one of the following legal grounds:

### CONTRACT

We will process Personal Data where necessary to perform our obligations relating to or in accordance with any contract that we may have with you or to take steps at your request prior to entering into that contract;

## **CONSENT**

For certain processing activities, we may rely on your consent. For example, a candidate may give us their consent to process their Personal Data when they apply to a position advertised on our website.

Where we are unable to collect consent for a particular processing activity, we will only process Personal Data if we have another lawful basis for doing so.

You can withdraw your consent at any time by contacting us at [dataprivacy@jamssoftware.com](mailto:dataprivacy@jamssoftware.com).

## **LEGITIMATE INTEREST**

At times we will need to process your Personal Data to pursue our legitimate business interests, for example for administrative purposes; to collect debts owing to us; to provide information to you; to operate, evaluate, maintain, develop, and improve our websites and services; or to maintain their security and protect intellectual property rights.

We will not process your Personal Data on a legitimate interest basis where the impact of the processing on your interests or fundamental rights and freedoms outweighs our legitimate interests.

You may object to any processing we undertake on this basis. If you do not want us to process your Personal Data on the basis of our legitimate interests, contact us at [dataprivacy@jamssoftware.com](mailto:dataprivacy@jamssoftware.com) and we will review our processing activities.

For example: You are obligated to provide your Personal Data in order to be on-boarded as a potential vendor to JAMS Software and the failure to provide such data may result in your failure to be considered for future business relationships with JAMS Software.

## **LEGAL OBLIGATION**

If we have a legal obligation to process Personal Data, such as the payment of taxes, we will process Personal Data on these legal grounds.

## **COMMUNICATION PREFERENCES**

JAMS Software offers its visitors and customers, who provide contact information, a means to choose how JAMS Software uses the information provided. You may manage your receipt of marketing and non-transactional communications by clicking on the “unsubscribe” link located on the bottom of JAMS Software’s marketing emails. Additionally, you may unsubscribe here or by contacting us at [marketing@jamssoftware.com](mailto:marketing@jamssoftware.com).

## **6. SOURCES OF PERSONAL DATA**

### **BUSINESS CONTACT PERSONAL DATA**

We collect Business Contact Personal Data from our business contacts, including customers, suppliers, partners, shareholders, and business prospects.

We source Business Contact Personal Data in order to serve the business relationship. We will only ever source Personal Data that is necessary and in a way that would be generally expected.

We receive Personal Data about Business Contacts from a variety of sources, including the following:

- Personal Data is often provided by the Business Contact as part of the business relationship;
- Personal Data may be collected from public sources;
- Personal Data may be collected indirectly from another person within the company of the Business Contact;
- Personal Data may be collected through our website;
- Personal Data may be collected from another company in the JAMS Software Group; and
- Personal Data may be collected indirectly from a website or from a third party, including pursuant to registration to and/or attendance at a physical or virtual marketing or sales event.

### **EMPLOYEE CANDIDATE PERSONAL DATA**

We will only ever source and process Personal Data in a way that would be generally expected from a company acting in accordance with the GDPR. We will not source Personal Data in relation to Candidates that is unnecessary, excessive, or contrary to the terms and the principles of the GDPR.

We may receive Personal Data relating to Candidates from a variety of sources. The primary source is from Candidates directly. Examples of the sources of Personal Data of Candidates are as follows:

- Candidates may send their CV/resume to us with the intention of registering with us to be informed of potential job vacancies;
- Candidates may apply directly for a position advertised on our website; and
- Candidates may apply for a position advertised on a third-party jobs' website.

## **WEB DATA**

We collect Website User Personal Data from all visitors to our website in order to improve our services and develop the Website.

We may receive Web Data about Website Users who access our advertisements or our website regardless of whether they interact or register with the Website.

For more details, please refer to our [Cookie Statement](#).

## **7. DISCLOSURE OF PERSONAL DATA**

In certain circumstances, we may disclose Personal Data, as follows:

- To business partners and subcontractors for the performance of any contract relating to our services, including email, Customer Relationship Management system, payment processors, data aggregators, hosting service providers, external consultants, auditors, IT consultants, and lawyers;
- To another company in the JAMS Software group of companies;
- To any recruitment agency who is helping us to recruit Candidates;
- To analytics and search engine providers that assist us in the improvement and optimization of the Website;
- If we or substantially all of our company is merged with another company or acquired by a third party, in which case Personal Data held by us will be one of the transferred assets;
- If we are under a duty to disclose or share Personal Data in order to comply with any legal obligation (including tax, audit, or other authorities), or to enforce or apply any contracts that we have;
- To protect our rights, property, or safety, or that of our Candidates or Business Contacts or others. This may include exchanging Personal Data with other companies and organizations for the purpose of fraud protection.

When we engage another organization to perform services for us, we may provide them with information including Personal Data, in connection with the performance of those functions. We do not allow third parties to use Personal Data except for the purpose of providing these services.

## **8. SECURITY MEASURES**

We will take all steps reasonably necessary to ensure that all Personal Data is treated securely in accordance with this Privacy Statement and the relevant law, including GDPR.



In particular, we have put in place appropriate technical and organizational security measures including conducting internal audits and investigations to safeguard and secure the Personal Data we process.

We monitor and do everything we can to prevent security breaches of the Personal Data that we process. We have an incident response procedure in place to manage incidents, including data breaches.

Once we have received your Personal Data, we will use strict procedures and security features for the purpose of preventing unauthorized access and ensuring that only those who need to have access to your Personal Data can access it.

We also use secure connections to protect Personal Data during its transmission. Where you have been given (or where you have chosen) a password which enables you to access services, you are responsible for keeping this password confidential. Please do not share your password with anyone.

If you think that there has been any loss or unauthorized access to Personal Data of any individual, please let us know immediately.

## **9. CHILDREN'S PRIVACY**

We do not knowingly collect or solicit any Personal Data from children under the age of 18. In the event that we learn that we have collected Personal Data from a child, we will promptly take steps to delete that information. If you are a parent or legal guardian and think we have received Personal Data relating to your child, you can email or contact us using the information listed at the bottom of this Privacy Statement.

## **10. TRANSFERS OUTSIDE THE EEA**

In order to provide our products and services we may need to transfer Personal Data outside the European Economic Area (EEA). We ensure that any transfer of Personal Data outside the EEA is undertaken using legally compliant transfer mechanisms and in accordance with the GDPR.

We may rely on some of the legally compliant transfer mechanisms provided under the GDPR and other applicable data privacy laws and regulations.

## **11. COOKIES**

Cookies are small text files placed on your computer or mobile device by websites that you visit, and they help us improve the products and services that we offer you. They are used to make websites work or work more efficiently and to provide information to the site's owners. Cookies may allow a website to remember your activity over a period of time.

Cookies are optional, and you do not have to accept them. JAMS Software's full Cookie Statement can be found [here](#).

## 12. THIRD PARTY WEBSITES

Our website may contain links to and from third-party websites. If you follow a link to any of these websites, please note that these websites have their own privacy settings, and these are not endorsed by us. We do not accept any responsibility or liability for these third-party websites. Please undertake the appropriate due diligence before submitting any Personal Data to these websites.

Purpose of Processing	Categories of Personal Data
Service Delivery Activities	<ul style="list-style-type: none"><li>• Identification Data</li><li>• Contact Data</li><li>• Communication Data</li></ul>
Marketing and Promotion Activities	<ul style="list-style-type: none"><li>• Marketing Data</li><li>• Contact Data</li><li>• Web Data</li></ul>
Recruitment Activity	<ul style="list-style-type: none"><li>• Identification Data</li><li>• Contact Data</li><li>• Communication Data</li><li>• Recruitment Data</li><li>• Web Data</li><li>• Marketing Data</li><li>• Special Category Recruitment Data</li></ul>
Managing Payments and administration of the contract	<ul style="list-style-type: none"><li>• Identification Data</li><li>• Contact Data</li><li>• Communication Data</li><li>• Financial Data</li></ul>
Management of Corporate Affairs	<ul style="list-style-type: none"><li>• Identification Data</li><li>• Contact Data</li><li>• Communication Data</li><li>• Financial Data</li></ul>

## 13. YOUR RIGHTS

Subject to the laws of your country, you may have certain rights as a data subject relating to your Personal Data that we process. Where the data processing is based on your consent, you may withdraw your consent to the processing of any Personal Data at any time. This will not affect the lawfulness of any processing operation before your withdrawal.

- You have various rights relating to how your Personal Data is used;
- You can ask for access and disclosure to the Personal Data we possess about you;
- You can ask to change Personal Data you think is inaccurate;
- You can ask to delete Personal Data (right to be forgotten);

- You can ask us to limit what we use your Personal Data for;
- You can ask to have your Personal Data moved to another provider (data portability);
- You can ask to opt-out of the sale of Personal Data (if applicable); and
- You can make a complaint.

#### **14. DATA SUBJECT REQUESTS**

A data subject request refers to an individual's right under data protection laws, such as the GDPR, to request information about their Personal Data that an organization possesses. This includes the right to access, correct, delete, or restrict the use of their Personal Data. The purpose of these requests is to empower individuals to take control over their Personal Data and ensure that organizations handle it appropriately.

Below is a general procedure we follow when handling data subject requests:

1. Identify the nature of the data subject request.
2. Verify the identity of the data subject making the request, ensure the data subject provides sufficient information to confirm their identity.
3. Acknowledge receipt of the request promptly, usually within one month.
4. Evaluate the request to understand its scope and purpose to provide an appropriate response.
5. Depending on the type of request to respond:
  - Access Request
  - Rectification Request
  - Erasure Request
6. Comply with the applicable time frames for responding to data subject requests within one month.
7. Keeping a record of the data subject's request and the actions taken to respond to it.
8. Communicate the response to the data subject in a clear and transparent manner, detailing the actions taken.
9. Consulting legal professionals can also provide additional guidance and ensure compliance with the applicable laws and regulations.

#### **15. AMENDMENTS TO THIS PRIVACY STATEMENT / STATEMENT**

We reserve the right to update this privacy statement at any time, and we will publish a new privacy statement when we make any substantial updates. We may also notify data subjects in other ways from time to time about the processing of Personal Data.

Please make sure to check the date when you use our services to see if there have been any changes since you last used those services.

## **16. QUESTIONS, CONCERNS OR COMPLAINTS**

To exercise any of your rights regarding your Personal Data, or in case you have any concerns or questions regarding this Privacy Statement, please e-mail us at [dataprivacy@jamssoftware.com](mailto:dataprivacy@jamssoftware.com) or write us at:

Attention: Data Protection Office  
JAMS Software LLC  
108 Patriot Drive  
Suite A  
Middletown, DE 19709  
United States  
Email: [dataprivacy@jamssoftware.com](mailto:dataprivacy@jamssoftware.com)

We are committed to helping you find a reasonable and fair resolution to any issue or complaint you may have regarding data privacy. As stated earlier, you always retain the right to lodge a complaint with the competent supervisory authority in your country or region.

**Thank you for reading our Privacy Statement.**