Sproing studio

Privacy policy

Known Errors & Workarounds for Jira Service Management Cloud. What the app and its beta waiting list store, why, where and for how long.

Version	Last updated	Applies to
1.2	21 November 2026	The app and its beta waiting list

Privacy at a glance

Known Errors & Workarounds runs on Atlassian Forge. The data the app stores stays in your Atlassian site, and I cannot see it.

I hold only what you give me directly, such as your email address for the waiting list, and the technical information about the app that Atlassian gives me.

Data	Where it is kept	Who can see it	How long
Known errors and app records	Your Atlassian site, in Atlassian's storage for Forge apps	Your team, not me	Until you delete them or uninstall the app
Summary and description of work items	Not stored. The app reads them only to show suggestions.	People who can already see the work item	Not kept
Technical information about the app	Atlassian's developer console	Me	As long as Atlassian keeps it
Waiting list details	Kit, in the United States. Older sign-ups from the templates page: MailerLite, in the European Union	Me	Until you unsubscribe or ask me to delete them, and no longer than 12 months after the app launches
Beta feedback answers	Google Forms	Me	No longer than 12 months after the beta ends
Emails you send me	My mailbox at Seznam.cz, and Gmail when I reply from it	Me	As long as our conversation needs them

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1 Who is responsible

Known Errors & Workarounds is made by Marek Eskut, an independent developer. I am the controller for the waiting list, the beta feedback form, the emails you send me and the technical information Atlassian gives me about the app.

The data the app stores in your Atlassian site works differently. Your organization decides what goes into it and who can see it, and Atlassian hosts it. I have no access to it. Section 2 explains the details.

This policy explains how I handle personal data under the EU General Data Protection Regulation (GDPR) and the UK GDPR.

Controller	Marek Eskut
Email	hello@sproingstudio.com

What I do not do

- I do not copy data out of your Atlassian site.
- I do not sell personal data or use it for advertising.
- The app does not use AI.

2 The app in Jira Service Management

The app runs on Atlassian Forge, Atlassian's platform for apps that run inside Atlassian's cloud. All its data stays inside your Atlassian site. The app cannot send this data to me or to anyone outside Atlassian, and I do not copy it anywhere.

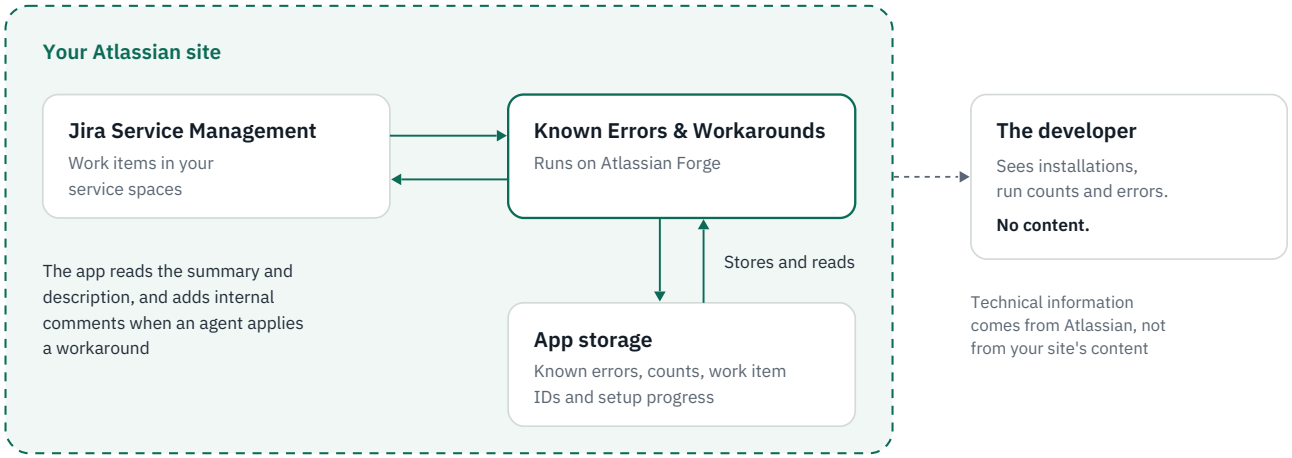


Figure 1. The app and its data stay inside your Atlassian site. I receive only technical information from Atlassian.

What the app stores in your site

- The known errors your team writes. This includes the title, error codes, service, other descriptions, workaround, state, owner and review date.
- How many times each known error was applied.
- Which known errors were applied to which work item. The app saves the work item ID for this.
- Whether an agent clicked **None of these fit** on a work item. The app saves the work item ID for this.
- Which **Get started** steps are done, and the key of the test incident if the app created one.

What the app reads without storing it

To suggest known errors, the app reads the summary and description of the work item that is open. The **Open incidents** tab on the app page reads the summary, description and status of the 20 newest open work items in your service spaces. The app does not save this text. It also does not store Atlassian account IDs or email addresses.

What the app does in your name

When you click **Create test incident**, the app creates one work item in your name. When an agent applies a workaround, the app adds it to the work item as an internal comment in that agent's name.

Text your team types

The text fields contain whatever your team types into them. If someone types a person's name into the **Owner** field, that name is stored with the known error.

Where the data is kept

Atlassian keeps the app's data in its storage for Forge apps, in the same location as your Jira site. If your organization uses data residency to pin its data to a region, the app's data stays in that region too.

When you uninstall the app

Atlassian marks the app's data as deleted and removes it after its standard retention period.

Technical information I receive

Atlassian shows me which Atlassian sites have the app installed, with the site name, the app version and the installation date. It also shows me how often the app runs and which errors happen. This information does not include the content of your known errors or work items.

Purpose	Supporting beta teams and fixing errors
Legal basis	My legitimate interest in running a working app (Article 6(1)(f) GDPR)
How long	As long as Atlassian keeps it in the developer console

3 The waiting list and emails

When you sign up on try.sproingstudio.com, Kit stores your email address, your answer to the optional question how you heard about the app, and the time you signed up. Kit also records whether you open my emails and click the links in them. I use this only to check that the emails arrive.

I use your email address to send you the templates, an invite to try the app during the beta and a message when the app launches on the Atlassian Marketplace. Every email has a link to unsubscribe.

Purpose	Sending the templates, the beta invite and the launch message
Legal basis	Your consent (Article 6(1)(a) GDPR), which you give when you sign up and confirm your email. You can withdraw it at any time.
Processor	Kit, Inc., United States
How long	Until you unsubscribe or ask me to delete your data, and no longer than 12 months after the app launches.

If you signed up on the older templates page before 20 November 2026, MailerLite Limited stores your details in the European Union, together with the boxes you ticked. I send you only the templates, one invite and the other emails you ticked a box for. I am moving these details to Kit and will then delete them from MailerLite.

Kit's privacy policy and MailerLite's privacy policy explain how they handle data.

4 The beta feedback form

If you fill in the beta feedback form, Google Forms stores your answers and your work email. I use them only to improve the app and to reply to you.

Purpose	Improving the app and replying to your feedback
Legal basis	My legitimate interest in improving the app and answering you (Article 6(1)(f) GDPR). You can object at any time.
Service	Google Forms, in my Google account
How long	Until the beta ends and no longer than 12 months after that. I delete your answers sooner if you ask.

5 Emails you send me

If you write to me at hello@sproingstudio.com, our conversation is stored in my mailbox at Seznam.cz. If I reply from my Google account, Google stores the conversation in Gmail too. I use it to answer you and to follow up on your feedback.

Legal basis	My legitimate interest in answering you (Article 6(1)(f) GDPR)
Service	Seznam.cz email, and Gmail in my Google account
How long	As long as our conversation needs it. I delete it sooner if you ask.

Google's privacy policy explains how Google handles data.

6 Who receives personal data

Recipient	What it does	Which data
Atlassian	Hosts the app and its data in your Atlassian site, and gives me technical information about the app	App data, under your organization's agreement with Atlassian, and the technical information in section 2
Kit, Inc.	Stores the waiting list and sends its emails for me	Email address, answer to the optional question, sign-up time, opens and clicks
MailerLite Limited	Stores sign-ups from the older templates page until I move them to Kit	Email address, choices, sign-up time, opens and clicks
Seznam.cz, a.s.	Hosts my mailbox at hello@sproingstudio.com	Email messages
Google	Stores feedback form answers and emails I send from Gmail	Answers, work email and email messages

I do not sell personal data and I do not use it for advertising. I share personal data with authorities only when the law requires it.

7 Transfers outside the EU and the UK

Kit stores waiting list data in the United States. Kit, Inc. is certified under the EU-U.S. Data Privacy Framework. MailerLite stores sign-ups from the older templates page in the European Union, and Seznam.cz stores my email in the Czech Republic. The app's data stays in the same location as your Jira site.

Google may process feedback answers and emails outside the EU and the UK, including in the United States. Google LLC is certified under the EU-U.S. Data Privacy Framework and its UK Extension, and Google uses Standard Contractual Clauses where they are required.

8 Your rights

You have these rights over the personal data I hold about you.

Right	What you can do
Access	Ask which data I have about you and get a copy.
Correction	Ask me to correct data that is wrong or incomplete.
Deletion	Ask me to delete your data.
Restriction	Ask me to pause the use of your data, for example while I check a correction.
Objection	Object to any use that relies on my legitimate interest.
Portability	Get the data you gave me in a common, machine-readable format.
Withdrawing consent	Withdraw your consent at any time. This does not affect what I did before you withdrew it.

To use any of these rights, write to hello@sproingstudio.com. I reply within one month.

Data inside your Atlassian site is controlled by your organization. For that data, contact your Jira admins. They can edit or delete known errors, or uninstall the app.

You can also complain to a data protection authority, for example the one in the EU or EEA country where you live or work, or the Information Commissioner's Office in the UK.

9 Other information

Giving data is voluntary

You do not have to join the waiting list, fill in the feedback form or write to me. Without an email address I cannot send you the templates or reply to you.

No automated decisions

I do not make decisions about people based only on automated processing. The app suggests known errors, and agents decide what to apply.

10 Changes to this policy

When this policy changes, I update the version and the date at the top of the first page. The current version is always available on the web.

Web version	try.sproingstudio.com/privacy-policy.pdf
Questions	hello@sproingstudio.com

Known Errors & Workarounds is an independent app built on Atlassian Forge. It is not made, sponsored or endorsed by Atlassian. Atlassian, Jira and Jira Service Management are trademarks of Atlassian.

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