



PaperCut Multiverse – Protecting your data & privacy

For customers: Learn all about the data collected by PaperCut Multiverse, how we use it and how you can control access to your environment

Overview

At PaperCut, we are driven to do all we can to make sure that you have the best printing experience possible. For that reason, we've launched a new cloud-based platform, PaperCut Multiverse, that enables your PaperCut Reseller or Authorized Solution Center to remotely support and manage your PaperCut environment.

You can enable your PaperCut Reseller or ASC to provide different levels of service, ranging from remote monitoring of the health and usage of your PaperCut environment, through to remote management of your PaperCut MF/NG Application Server and related hardware devices.

In this document, we will explain how you can control access to your environment, and everything you need to know about how we handle your data as part of providing the PaperCut Multiverse Cloud Service.



PaperCut Multiverse – Putting you in control

We have always valued your trust in PaperCut, so when it comes to PaperCut Multiverse, you are in full control of all 3rd party remote access to your environment.

The PaperCut Multiverse Connector

Your PaperCut Reseller or ASC will provide you with a PaperCut Multiverse Connector installation package, which you can install on your PaperCut MF/NG Application Server in order to link your site to their PaperCut Multiverse account.

Obtaining consent for access

Your PaperCut Reseller or ASC should obtain your consent before using PaperCut Multiverse to remotely monitor and manage your PaperCut MF/NG Application Server, in accordance with the PaperCut Multiverse Terms of Service. By agreeing to the PaperCut Multiverse Connector License



Agreement upon install of the connector, you are agreeing to your PaperCut Reseller or ASC using PaperCut Multiverse in your environment.

Choosing a level of remote access

You can allow three levels of remote access to your environment:

Access level	Action to take
No access	Access can be disabled by uninstalling the PaperCut Multiverse Connector software, or by stopping the associated Windows Service.
Monitoring only	From the PaperCut Multiverse Connector configuration page (see below for how to access this), choose the option to “Disable Remote Management”.
Remote access to PaperCut MF/NG	From the PaperCut Multiverse Connector configuration page (see below for how to access this), choose the option to “Enable Remote Management”.
Remote access to MFD web config pages (coming soon)	<i>Details to follow when this feature is launched.</i>

Changing the level of access

If you want to elevate or reduce remote access to your environment (aside from uninstalling the connector software or stopping the associated Windows Service), you can make the change by opening the bookmark file **settings.url**, which can be found in the installation directory (default directory on Windows 10: C:\Program Files (x86)\PaperCut Multiverse Connector).

How PaperCut Multiverse handles your data

In this section, we will describe what data we collect, why we collect it, and where it is stored.

What data does PaperCut Multiverse collect about my organization?

Once you have installed the PaperCut Multiverse Connector supplied by your PaperCut Reseller or ASC, PaperCut MF/NG system health information will be collected and interpreted to support remote health monitoring. Product usage summary data will also be collected so that your PaperCut Reseller or ASC can provide advice on further improving your users’ printing experience.

The data collected about your PaperCut MF/NG environment may include:



- Your organization name
- IP address of the PaperCut MF/NG Application Server
- [PaperCut product health information](#)
- Infrastructure architecture and health information
- Details about devices under management by PaperCut MF/NG, such as model, counter information, supply levels, etc
- PaperCut license information, including licensed organization name, Customer Reference Number, M&S expiry date, and license configuration
- PaperCut product usage information, such as features enabled, version, and print volumes
- Any notes about customers entered by PaperCut Multiverse users.

PaperCut Multiverse does not collect any sensitive end-user information such as document names or contents, print jobs (spool files), print job metadata, user identity or user location from the connector.

What happens to my PaperCut MF/NG data during remote administration?

When your PaperCut Reseller or ASC, via their web browser, connects to your PaperCut MF/NG administration console, all traffic is relayed via the connector and the PaperCut Multiverse Cloud Service without storing any information.

For example, if your PaperCut Reseller or ASC downloads your PaperCut MF/NG logs via the PaperCut Multiverse management console, the logs go straight to the user's browser—they are not stored by the PaperCut Multiverse Cloud Service.

Data stored on the customer site

Very little data and strictly no personally identifying information is collected or stored on the customer site by the Connector. The only data stored on your PaperCut MF/NG Application Server is a configuration file that gets installed with the Connector.

This configuration file contains:

- A unique code to link your site to the PaperCut Multiverse account belong to your PaperCut Reseller or ASC
- Proxy information, if entered by the customer.

Data sovereignty - Where is my data stored?

PaperCut Multiverse supports four regions for the hosting of PaperCut Multiverse Cloud Service components and data. These regions are:

- USA
- EU (Germany)
- UK
- Australia

Please contact your PaperCut Reseller or ASC to find out which region your data will be hosted in.



Who has access to my data?

Your PaperCut Reseller or ASC

When you install the PaperCut Multiverse Connector supplied to you by a PaperCut Reseller or ASC, any PaperCut Multiverse user authenticated against their PaperCut Multiverse account will be able to review your PaperCut MF/NG health and usage information. Please contact your PaperCut Reseller or ASC if you require specific information regarding who has access.

PaperCut employees

Access to the encrypted data stored in the PaperCut Multiverse Cloud Service is limited within PaperCut to the PaperCut Multiverse support team who operate and support the service, via role-based authorization.

GDPR

In the ordinary operation of PaperCut Multiverse, PaperCut should not be receiving any personal information beyond the basic contact details that you have already shared with us in order to use PaperCut MF/NG.

For GDPR purposes, you and/or your Reseller or ASC will typically act as the data controller for any personal data that is accessible by PaperCut via PaperCut Multiverse. We cannot give you legal advice about your particular GDPR obligations, but to the extent that you believe PaperCut Multiverse will involve the processing of your (or your stakeholders') personal information, we are committed to making sure that you and the Reseller/ASC are properly equipped to manage your GDPR obligations.

We encourage you to engage with your Reseller/ASC to make sure they understand your GDPR obligations. You can find out more by contacting your PaperCut Reseller or ASC to request the document titled **PaperCut Multiverse - Security & data privacy**.

Learn more...

To learn more about the architecture and security of PaperCut Multiverse, and for advice on how to further secure your environment, please contact your PaperCut Reseller or ASC and request the document titled **PaperCut Multiverse - Security & data privacy**.

PaperCut's Privacy Policy applies to all data we collect from you. Nothing in this document supersedes the Privacy Policy, and any use of PaperCut Multiverse must be carried out in accordance with the policy.