

Privacy

The Catamarun management platform provides Support engineers with rich visibility into customer requests, resulting in faster diagnosis and resolution of cases. Our policies, outlined below, ensure that customer information is only accessed with prior consent, for the purposes of resolving a support case.

- Support will not view customers' network configuration without prior consent
- Support will not modify customers' network without prior consent
- On rare occasions, support may view network status without prior notice to identify and diagnose system-wide issues. In these cases, network configuration information, including security settings and policies, will not be accessed

Revision #2

Created 3 July 2019 14:23:42 by sysadmin

Updated 3 July 2019 14:27:48 by sysadmin