



PaperCut Multiverse - Protecting your data & privacy

For customers: Learn about the data we collect, how we use it, and how you can control PaperCut Multiverse remote 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 (who we'll refer to as your "service provider") to remotely support and manage your PaperCut environment.

With PaperCut Multiverse, your service provider will be able to remotely help you:

- monitor the health and usage of your PaperCut environment
- manage your PaperCut MF/NG Application Server and related hardware devices
- manage licenses.

In this document, we explain how you can control your service provider's access to your environment, and everything you need to know about how PaperCut handles 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 third-party remote access to your environment.

The PaperCut Multiverse Connector

The PaperCut Multiverse Connector (the Connector) is what links your site to your service provider's PaperCut Multiverse account. Your service provider will provide you with a link to your Connector installation package, which you install on your PaperCut MF/NG Application Server.

Obtaining consent for access

Your service provider must obtain your consent before using PaperCut Multiverse to remotely monitor and manage your PaperCut MF/NG Application Server, in accordance with the Terms of Service for use of PaperCut Multiverse.



When you install the Connector and agree to the PaperCut Multiverse Connector License Agreement, you are providing consent to your service provider to remotely monitor and manage your environment via PaperCut Multiverse.

Enabling remote access

There are three types of access you can make available to your service provider. These are remote monitoring, management of your PaperCut instance, and remote management of MFDs. You have fine-grained control over which remote features your service provider can access, and can disable all access if necessary. To change the type of remote access available to your service provider:

- If you have PaperCut MF/NG 20.1 or later - Log in to your PaperCut admin console and go to the Remote support tab to change these permissions.
- If you have an earlier version of PaperCut MF/NG - In the installation directory (default directory on Windows 10: C:\Program Files (x86)\PaperCut Multiverse Connector), open the bookmark file **settings.url**. Change the permissions in the configuration page that's displayed.

Remote feature	Description
Remote monitoring	Enable this feature to allow your service provider to monitor the health and usage of your PaperCut environment.
PaperCut admin console	Enable this feature to allow your service provider to remotely access your PaperCut Admin web interface. They must still enter login credentials to access it.
MFD administration	Enable and configure this feature to allow your service provider to remotely administer the MFDs in your environment.

How PaperCut Multiverse handles your data

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

What data does PaperCut Multiverse collect about my organization?

After you have installed the PaperCut Multiverse Connector, PaperCut Multiverse will collect and interpret PaperCut MF/NG system health information to support remote health monitoring. It will



also collect product usage summary data so that your service provider can provide advice on further improving your users' printing experience.

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

- your organization's name
- the public IP address of the server where the Connector is installed
- [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 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
- user location.

Additionally, except for the public IP address of the server where the Connector is installed, PaperCut Multiverse **does not collect** network topology data for other PaperCut components (Mobility Print servers, site servers, secondary servers, print providers etc.).

PaperCut Multiverse **does not collect** the IP addresses of MFDs; this data is stored in the Connector.

Note that in future we may begin collecting this data with your explicit consent so that your service provider can manage MFDs more easily.

Is data encrypted during transmission?

All data transmitted between the Connector and the PaperCut Multiverse Cloud Service is encrypted in transit (via HTTPS). All access to the PaperCut Multiverse dashboard is protected with user authentication and secured via HTTPS.



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

Data in transit

When your service provider, via their web browser, connects to your PaperCut MF/NG Admin web interface, all traffic is relayed via the Connector and the PaperCut Multiverse Cloud Service without storing any information.

For example, if someone at your service provider downloads your PaperCut MF/NG logs via the PaperCut Multiverse management console, the logs go straight to their 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 data stored on your PaperCut MF/NG Application Server in Connector configuration files includes:

- device names, types, and web admin URL (if MFD administration has been configured)
- proxy configuration info (if configured)
- a unique code linking your site to your service provider's PaperCut Multiverse account.

Data sovereignty - where is my data stored?

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

- USA
- EU (Germany)
- UK
- Australia.

Please contact your service provider to find out which region your data will be hosted in.

Who has access to my data?

Your service provider

When you install the PaperCut Multiverse Connector, any of your service provider's authenticated PaperCut Multiverse users can review your PaperCut MF/NG health and usage information. Please contact your service provider 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, via role-based authorization.

GDPR

In the ordinary operation of PaperCut Multiverse, PaperCut should not receive 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 service provider will typically act as the data controller for any personal data that PaperCut can access 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 your service provider are properly equipped to manage your GDPR obligations.

We encourage you to engage with your service provider to make sure they understand your GDPR obligations. You can also find out more by contacting your service provider to request the document **PaperCut Multiverse - Security & data privacy deep dive**.

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 service provider and request the document **PaperCut Multiverse - Security & data privacy deep dive**.

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.