



# SETCCE Log Collector

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## VSEBINA IN PRAVICE

Dokument je v celoti v lasti SETCCE. Kopiranje dokumenta ali delov dokumenta brez soglasja SETCCE ni dovoljeno. Vse pravice pridržane.

Ime SETCCE, grafični znak SETCCE in ime produktov SETCCE so registrirane znamke s strani SETCCE. Kopiranje in uporaba imen oziroma grafičnih znakov ni dovoljena.

## 1. ABOUT THE TOOL

If you believe you have found an issue that is not covered by a SETCCE FAQ, you can help SETCCE find the problem by providing the right information.

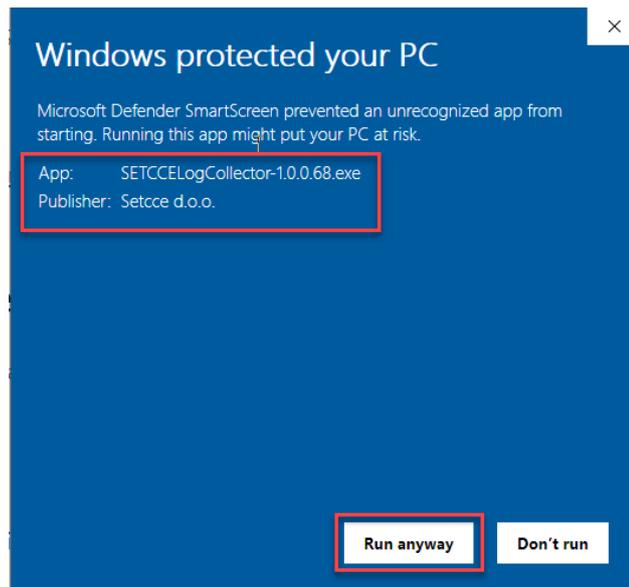
SETCCE provides a support tool that gathers up information about your target computer, displays and hardware, system components, and software environment, relevant to SETCCE products and useful to SETCCE in diagnosing problems.

This tool can be also used for diagnosing/assessing the target computer (PC) compatibility with SETCCE products.

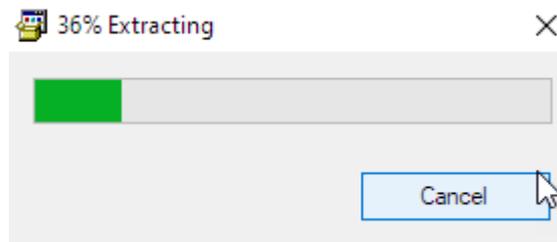
## 2. INSTALLATION INSTRUCTIONS

The SETCCE Log Collector tool produces a zip file containing information stored in plain text.

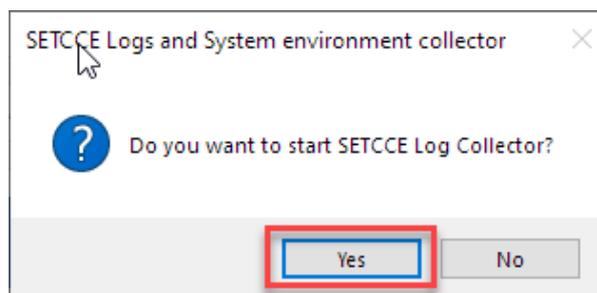
1. Download the SETCCE Log Collector Tool:
  - a. For WIN 8.1 and WIN 10: [SETCCE Log Collector](#)
  - b. For WIN 7 (For environments without .NET preinstalled natively by WIN): [SETCCE Log Collector bundle](#)
2. Run the SETCCELogCollector.exe or SETCCELogCollector\_bundle.exe on the target computer (PC); on the computer to which your technical support request applies.
3. In case that Microsoft Defender SmartScreen warning pops-up, Run it anyway. Both versions of SETCCE Log Collector tools are signed with Thawte Code Signing digital certificate, therefore your computer is not at risk as long as the tool is downloaded from a trustworthy source as defined in this document.



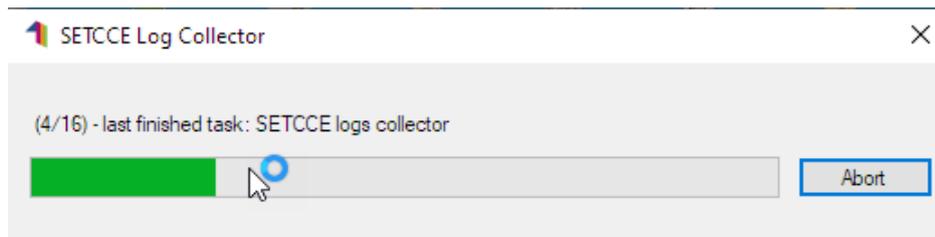
4. By running the SETCCELogCollector.exe, the Extracting process starts; you will see the following progress bar.



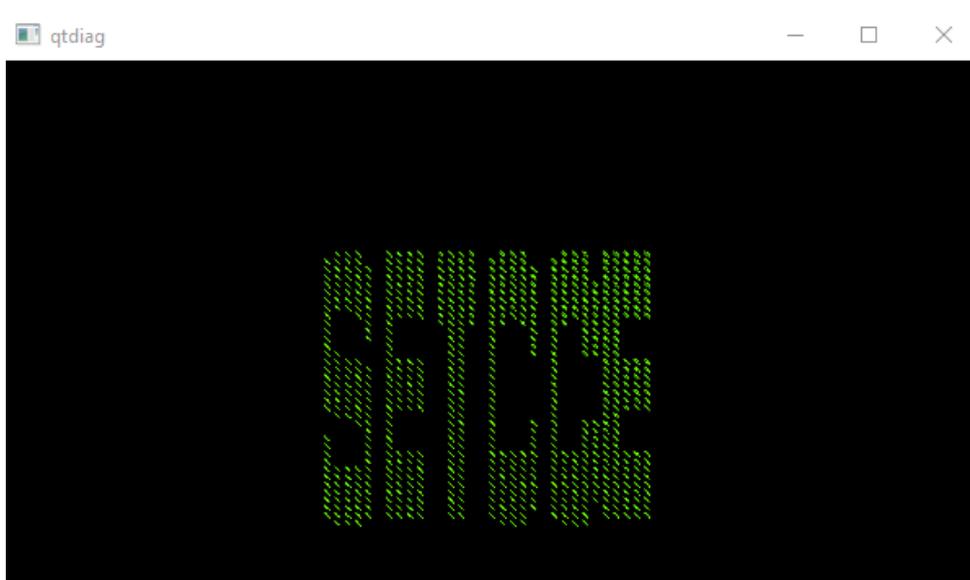
5. When the Extracting process is finished, then Start SETCCE Log Collector Tool by pressing the button "Yes".



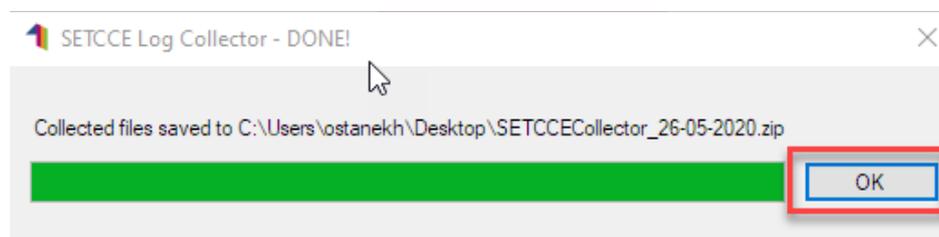
6. The collecting process starts; the progress bar shows the current task/status of the tool.



7. In the process of collecting data, a few additional dialog windows or Microsoft Windows console window will be prompted for a few seconds, i.e. when checking the target computer's Graphic Card compatibility with SETCCE BetrSign® COCKPIT product, the following window is prompted:



8. When finished, click the "OK" button.



9. The collected data are saved on the target computer Desktop as SETCCECollector\_[date].zip

10. Depending on the SETCCE product your support request applies, send the .zip file and instructions for accessing the .zip file, along with a description of the issue to one of the following email addresses:

- For **SETCCE BetrSign® COCKPIT and SETCCE BetrSign® Virtual Printer and Word**  
**Add-In:** [support@betrsign.com](mailto:support@betrsign.com)
- For **SETCCE proXSign®:** [proxsign@setcce.com](mailto:proxsign@setcce.com)

11. Use a secure transport channel, such as SFTP, FTP, protected ZIP file ....

By running this tool and sending a zip file to SETCCE, SETCCE can analyse gathered information to ensure technical support to you as a data subject or you as a system owner on behalf of your company.

### 3. PRIVACY POLICY (DATA PROTECTION)

As a personal data controller, SETCCE d.o.o., of Tehnološki park 21, 1000 Ljubljana (hereinafter: SETCCE or the company) undertakes to treat all collected personal data with care and to process it solely for the purposes for which it was originally obtained. The company processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the General Data Protection Regulation or GDPR), and other applicable legislation in the area of personal data protection.

#### 3.1. About the Privacy Policy

The purpose of the Privacy Policy is to inform users of the company product and other persons (hereinafter: data subjects) of the purpose and basis for the processing of personal data by the company, and their rights in this area.

The company has particular concern for the security of your personal data. All personal data submitted is treated as confidential. We manage your personal data with the greatest care, having regard for applicable legislation and the highest standards of data handling. Our careful attention to the security of your personal data includes appropriate organizational measures, work procedures and advanced technological solutions, and we also take account of

recognized best practices for the purpose of ensuring that the protection of your personal data is as effective as possible. In so doing we use an appropriate level of protection and reasonable physical, electronic and organisational measures by which personal data is protected against accidental or unlawful destruction, loss, alteration or unauthorized disclosure, and personal data that has been transmitted, stored or otherwise processed is protected against unauthorized access.

In accordance with Article 13 of the GDPR, the following information is covered by the Privacy Policy:

- the company's contact information,
- the purpose, basis and type of processing of various categories of data subject's personal data,
- the storage periods of individual categories of personal data,
- data subjects' rights in connection with personal data processing,
- the right to lodge a complaint in connection with personal data processing,
- the validity of the Privacy Policy.

### **3.2. Personal data collected by the company**

For SETCCE to be able to respond and analyse your support request, the right information must be collected by running the SETCCE Log Collector tool.

Collected data might also include your personal data.

SETCCE Log Collector collects all relevant information needed for detailed troubleshooting and diagnosing problems for one of the following SETCCE products:

- SETCCE BetrSign®COCKPIT,
- SETCCE BetrSign®Virtual Printer,
- SETCCE BetrSign®WordAdd-In,
- SETCCE proXSign®.

This tool can be also used to evaluate the potential operating problems with regards to listed products, especially for SETCCE BetrSign®COCKPIT.

**SETCCE Log Collector tool collects only data relevant to SETCCE products; It collects the following data:**

- Personal Computer (PC) and Windows Operating System Specifications,
- Video related hardware information,
- Wacom devices connected to the PC,
- Services status,
- Registry settings info,
- Firewall and listening ports,
- Configured trusted sites zones,
- PC Environment variables,
- Graphic Card driver diagnostic information (to check compatibility with SETCCE BetrSign®COCKPIT),
- Wacom SDK diagnostic information,
- Information regarding installed Software and Drivers: Wacom, MCT, DisplayLink, Adobe, Browsers, Citrix Client, VMWare Client, Drivers and Software related to digital signing,
- Information regarding installed SETCCE products including data stored on User profile, related log files, configuration files, and license info,
- SETCCE digital certificates related info.

The processing of the personal data is necessary for the legitimate interests pursued by the controller. Personal data is stored until the intended purpose comes to an end. Collected personal data is not disclosed to third parties or other organizations.

The company may forward personal data to the relevant government bodies, based on a justifiable request, when there is a legal basis for so doing. For example, the company will respond to requests from courts, prosecution authorities and other government bodies that could include the government bodies of other EU member states.

### 3.3. Categories of data subjects

The Privacy Policy is intended for all those who download and run the SETCCE Log Collector Tool.

#### **Data subjects' rights in connection with personal data processing**

We guarantee that you can exercise your rights in connection with the processing of your personal data without any undue delay. We will decide on your request within one month of receiving it. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests. If we extend the deadline, we will inform you of any such extension within one month of receiving the request, together with the reasons for the delay.

Requests in connection with the exercise of your rights may be sent by email to [gdpr@setcce.com](mailto:gdpr@setcce.com), or by post to SETCCE d.o.o., Tehnološki park 21, 1000 Ljubljana.

If you submit a request by email, we will endeavour where possible to provide the information electronically, unless you request otherwise.

When there is a reasonable doubt in connection with the identity of the data subject submitting a request in connection with any of his/her rights, we may request additional information necessary for establishing the identity of the data subject.

Where requests from a data subject are manifestly unfounded or excessive, in particular because of their repetitive character, the company may:

- charge a reasonable fee that reflects the administrative costs of sending information or messages, or carrying out the requested action, or
- refuse to act on the request.

### **3.4. We grant the following rights in connection with the processing of your personal data:**

- (i) the right of access to data,
- (ii) the right to rectification,
- (iii) the right to erasure (right to be forgotten),
- (iv) the right to restriction of processing,
- (v) the right to data portability,
- (vi) the right to object.

#### **(i) right of access to data**

You always have the right to obtain confirmation as to whether or not personal data concerning you is being processed and, if it is, the right to access the personal data and the following information:

- the purposes of the processing,
- the categories of personal data being processed,
- the recipients or categories of recipient to whom personal data has been or will be disclosed,
- the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period,
- the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of your personal data, and the right to object to such processing,
- the right to lodge a complaint with a supervisory authority,
- where personal data is not collected from you, any available information as to its source.

#### **(ii) right to rectification**

You have the right to the rectification of inaccurate personal data concerning you without undue delay and, taking into account the purposes of the processing, the right to have

incomplete personal data completed, including by means of providing a supplementary statement.

### **(iii) right to erasure (right to be forgotten)**

You have the right to the erasure of your personal data without undue delay, where one of the following grounds applies:

- the personal data is no longer necessary in relation to the purposes for which it was collected or otherwise processed,
- you object to the data processing, and there are no overriding legitimate grounds for the processing,
- the personal data was unlawfully processed,
- the personal data must be erased for compliance with a legal obligation in EU or Slovenian law.

### **(iv) right to restriction of processing**

- You have the right to the restriction of the processing of your personal data, where one of the following applies:
- you are contesting the accuracy of the data, for a period that allows us to verify the accuracy of the personal data,
- the processing is unlawful, and you oppose the erasure of the personal data and request the restriction of its use instead,
- we no longer need your personal data for the purposes of processing, but you need it for the establishment, exercise or defence of legal claims,
- you have objected to processing based on the company's legitimate interests, pending verification of whether our legitimate grounds override yours.

Where the processing of your personal data has been restricted under the previous paragraph, with the exception of storage, the personal data may only be processed with your consent, or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person.

Before the restriction of processing of your personal data is lifted, we are obliged to inform you.

#### **(v) right to data portability**

You have the right to receive your personal data that you have sent to us, in a structured, commonly used and machine-readable format, and have the right to transmit this data to another controller without hindrance from the company, when the processing is based on your consent and the processing is carried out by automated means. At your request, when technically feasible, the personal data may be transmitted directly to another controller.

#### **(vi) right to object**

When we are processing your data on the basis of a legitimate interest for the purposes of marketing, you have the right to object at any time to this processing.

We cease processing your personal data, unless we demonstrate compelling grounds for the processing that override your interests, rights and freedoms, or for the establishment, exercise or defence of legal claims.

## **4. RIGHT TO LODGE A COMPLAINT IN CONNECTION WITH THE PROCESSING OF PERSONAL DATA**

Any complaint in connection with the processing of your personal data may be sent by email to [gdpr@setcce.com](mailto:gdpr@setcce.com), or by post to SETCCE d.o.o., Tehnološki park 21, 1000 Ljubljana.

Should we fail to decide on your request by the legal deadline, or refuse your request, you have the right to lodge a complaint with the Information Commissioner.

You also have the right to lodge a complaint directly with the Information Commissioner if you believe that the processing of your personal data breaches Slovenian regulations or EU regulations in the area of personal data protection.

If you have exercised the right of access to data, and after receiving a decision you believe that the personal data that you have received is not the personal data that you requested, or that

you have not received all of the requested personal data, before lodging a complaint with the Information Commissioner you may lodge an argued complaint with the company within a deadline of 15 days. We must decide on your complaint as if it were a new request, within five business days.

## 5. FINAL PROVISIONS

The applicable legislation in the area of personal data protection applies to everything that is not regulated by this Privacy Policy.

The company is not liable for damage incurred by a data subject because erroneous, false, incomplete or outdated data has been submitted about the data subject. The controller is liable for damage caused by processing only when it fails to perform the obligations required by the GDPR or legislation governing personal data protection, or when it has acted in contravention thereto. The company is exempt from liability if it proves that in no case is it liable for the event that causes the damage.

The company reserves the right to amend this Privacy Policy. We will inform you of any amendments by means of publication on the official website ([www.setcce.com](http://www.setcce.com)) or in another suitable manner.

This Privacy Policy is published on the company's website, and enters into force on 8 July 2020, which is also the date from which it is applied.

Should you have any questions about the Privacy Policy, or about the data about you that we store, we will be happy to answer them.

All questions and requests can be sent to:

**SETCCE d.o.o.**

Tehnološki park 21,

1000 Ljubljana

Email: [info@setcce.com](mailto:info@setcce.com), [gdpr@setcce.com](mailto:gdpr@setcce.com)

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