Application Logging and Log Retention Policy

Elevatic

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1. Scope

This statement describes what data Elevatic Software GmbH ("Elevatic") stores in application and infrastructure logs for its Atlassian Marketplace apps, why those logs exist, and how long they are retained. This document is accurate as of its last published date. The details are subject to change and we will work to keep this document as up-to-date as possible in a timely manner.

2. Policy

What we log

Elevatic maintains logs to support service operation, security monitoring, incident investigation, and product support. Log contents vary by product, hosting model, and feature in use. We aim to keep logging limited to what is necessary for security, reliability, troubleshooting, and compliance.

- **Forge backend operational logs** may include timestamps, app environment, route or capability names, generated request or correlation IDs, HTTP methods, sanitized backend route paths, response status codes, success or failure state, validation or application error codes, whether a request body was present.
- **Infrastructure and hosting logs** may include IP addresses, CloudId identifying the host instance making requests, request metadata, system-generated events related to integrations and service health, exceptions, and security-relevant activity. App server logs do not store account IDs.
- **Product analytics** are separate from operational logs and may include feature usage events, product name, license or subscription identifier, and hashed user identifiers. They do not contain Jira issue content, dataset contents, or analytics calculation results.

What we do not log

The app should not intentionally log Atlassian OAuth tokens, Forge app user tokens, API keys or secrets, full request bodies, customer created content (e.g. Jira issue descriptions, Page Title, Page content or comments), analytics result payloads, customer-uploaded files, raw credentials, or unsanitized backend error response bodies.

Why we keep logs

- To monitor application health and availability
- To detect suspicious or anomalous activity
- To investigate incidents and support security response
- To diagnose defects, browser errors, and failed requests
- To provide customer support when assistance is requested
- To meet applicable legal, audit, and compliance obligations

Who can access logs

Access to Elevatic-controlled logs is limited to authorized Elevatic employees with a legitimate business need. Internal policies require role-based access control, least-privilege review, and protection of logging facilities against tampering. Forge backend app logs are accessible through Atlassian Forge developer tooling when log access is enabled for the customer site. Site

administrators may disable vendor access to Forge app logs using Atlassian's Forge log-access controls.

Log retention periods

Retention depends on where the log record is held. Elevatic retains app server logs for **up to 90 days**.

Separately, Atlassian Forge retains Forge backend app logs for up to 30 days.

Third-party logging and hosting providers

Product analytics are separate from operational logs and may be processed by Azure Insights or other company approved providers; their retention is governed by the applicable provider configuration and Elevatic's SCC and privacy policy.

3. Related statements

- Product-specific Data Security and Privacy Statements may describe app-specific logging behavior.
- Our sub-processor and supplier disclosures provide additional transparency about external service providers involved in hosting and processing.

4. Contact

If you have questions about logging practices, retention, or security, contact support@elevatic.com. To report a suspected security issue, contact security@elevatic.com.

5. Change history

Version	Date	Changes
1.0	24 Sep 2026	First version