



Process Feedback
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Certificate of Data Privacy and Compliance **Process Feedback for Google Docs Extension**

To whom it may concern,

This letter certifies that the **Process Feedback for Google Docs** extension does not collect, transmit, or store personal data, institutional information, or user content when installed or used by accounts within the **myinstitution.edu** domain.

The extension operates on a strict *local-first* architecture, executing entirely within the user's browser context. Under this framework, document content, author identities, writing logs, and institutional metadata remain strictly on the local machine. When a user generates a report, the Process Feedback web application processes this data internally within the client browser; no user data is ever uploaded, logged, or retained on Process Feedback servers.

To ensure absolute compliance, cloud-based sharing features are explicitly deactivated for institutional accounts. The Share This Report feature—which ordinarily generates a server-hosted, shareable link—is automatically blocked based on the user's Google account domain. Users under the **myinstitution.edu** domain retain the ability to download their process data locally as an encrypted ZIP file for secure offline sharing, while full cloud-sharing functionality remains limited to non-institutional identities (such as personal Gmail accounts).

Data processed during technical support interactions is strictly isolated from core extension functionality. If a user voluntarily initiates a support chat, Process Feedback only collects the specific information explicitly provided (such as an email address, screenshots, or error descriptions) to resolve the inquiry. This data is handled under rigid confidentiality practices, and Process Feedback conducts regular internal audits to ensure that any personal information associated with support workflows is permanently purged following case resolution.

Process Feedback maintains a rigorous security posture, performing routine vulnerability scanning and guaranteeing swift remediation of any identified high or critical issues. The extension contains no hidden tracking mechanisms, telemetry, or illicit code. IT administrators may independently verify this local-only data flow at any time by monitoring network traffic via the Network Tab in Chrome Developer Tools.

This statement is legally valid until **December 31, 2030** from the date of issuance unless superseded by an updated compliance declaration from Process Feedback.

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