

Objet: FW: Questions about data shared by Care19 to Bugfender
Date: jeudi 21 mai 2020 à 08:53:14 heure d'été d'Europe centrale
De: Zoe Vilain
À: support@bugfender.com
Cc: Pierre Valade

Hello,

I write to you as Chief Privacy Officer of [Jumbo Privacy](#). We are a company that is premised on the philosophy that privacy of our mobile app users, and users we represent as authorized agent, is paramount.

It has come to our attention that the mobile application "[Care19](#)" is sharing data of its users to third parties, notably to Bugfender, without disclosing such sharing in its privacy policy. In particular, it seems that Care19 shares with Bugfender the following information:

- Phone's name (can include name of the user),
- Device ID,
- Citizen ID.

We are concerned for users that might be using Care 19, this is why we would like to understand what Bugfender is doing with such information. Could you please indicate to us if Bugfender is :

- storing the data shared by Care19 in a database? If so, for what duration and for what purposes?
- using the data shared by Care19 for any other purposes than finding bugs in the Care19, notably for advertising purposes?

In addition, can you please reply to these questions:

- For what purpose Bugfender is receiving the phone's name (that can include the name of the user) of Care 19 users' ?
- Do you have mechanisms in place for Care 19 users to submit privacy request notably requesting Bugfender to delete such information from its database ?

Thank you,
Sincerely,
Zoé

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Zoé Vilain
Chief Privacy Officer
[Jumbo Privacy](#)