

Privacy@Tableau

1. What type of information does Tableau collect?

The type of information we collect will depend on your interactions with Tableau. It may include:

- + Contact and Log In Information
- + Payment Information
- + Demographic Information
- + Registration Information
- + Usage Data
- + Geographic Data
- + Third Party Data

Please see our [Privacy Policy](#) for more details about the types of personal information we may collect, how we might use it, why we need it, who we share it with, how we secure it, and how to contact us with questions.

2. Are we required to sign a Data Processing Agreement (DPA) with Tableau?

In limited situations where Tableau is processing personal data, we may need to enter into a DPA with the controller of that data. When using Tableau Online, for example, customer data is uploaded into our hosted platform. Tableau may perform a series of operations (collect, store, retrieve or use) in respect of the customer data, and may therefore become a “processor” under GDPR. Accordingly, you will be presented with our DPA at the point of product registration or upon renewal.

Note that our on-premise products are installed locally on your servers/computers, behind your firewall, and do not automatically transmit your data back to Tableau. Our Support staff members do not have a built-in remote connection to the software and cannot “tunnel” into your installation. Tableau therefore does not process the personal data of our customers licensing our on-premise software, and relies on our customers to maintain adequate protections for that data. Accordingly, a DPA is not required. Note that for any registration information that may be collected in order to fulfill our contractual obligations to you, Tableau is the controller and accepts related responsibilities under GDPR.

3. Is there anything unique about Tableau Public?

We treat the personal information of Tableau Public users with the same protections as our other customers, and it is subject to our [Privacy Policy](#). Tableau Public users should not post personal information of others unless they have consent to do so. In the event there is personal information or other information that an individual wants us to remove from Tableau Public, they should email public@tableau.com.

4. Does Tableau use any third-party processors or sub-processors?

Like many companies, Tableau relies on leading vendors to support our business operations and provide you with world-class support. In preparation for GDPR, we are updating agreements with vendors and partners who access personal data to ensure that the right legal language and security protections are in place.

5. Where does Tableau store personal data?

Tableau structures its hosted products so that customers control where their data is stored. Tableau’s EU-based data center is available to both existing and new Tableau Online customers, wherever they are located, with disaster recovery systems also located in the EU. Existing customers can choose to migrate their data to the EU-based data center, while new customers can select their preferred location – currently either North America or Europe – when setting up their Tableau Online site.

6. Does Tableau transfer customer data outside of the EEA?

Tableau adheres to the Privacy Shield Principles (as outlined here: <https://www.privacyshield.gov/welcome>) for the transfer of personal data outside the EEA and is an active participant in the Privacy Shield Framework. Our Privacy Shield certification covers the types of personal information set out in our [Privacy Policy](#), and Tableau is subject to the investigative and enforcement powers of the Federal Trade Commission.

7. What technical and organizational measures has Tableau implemented to help secure personal data?

Every day, thousands of companies around the world use Tableau products to see and understand their data, so we have built our solutions with security in mind. See [Tableau's Security Policy](#) for more detail.

8. How do we opt-out of communications from Tableau?

Our marketing emails allow you to easily unsubscribe, but you can also contact us at customerservice@tableau.com at any time to let us know that you no longer wish to receive further marketing emails. Please see our [Privacy Policy](#) for more details on how this may impact our provision of services to you.

9. What other resources does Tableau make available?

For current information on policies and procedures relating to personal data, please see the following:

- + [Tableau's Privacy Policy](#)
- + [Tableau's Security Policy](#)
- + [Tableau's Privacy Shield Certification](#)
- + [European Commission on Data Protection](#)
- + [Full text of the GDPR](#)

These policies will be updated periodically, so please make sure to check back frequently.

10. What if we have questions?

If you have any questions about how we use your personal information, or if you have any other privacy-related questions, please contact us at privacy@tableau.com or at Tableau Software, Inc., Attn: Tableau Legal, 1621 N 34th St., Seattle, Washington 98103 or The Oval, Shelbourne Road, Dublin 4, Ireland.