Exalate Browser Extension — Privacy Policy

Last updated: April 2026

Overview

The Exalate browser extension ("the Extension") is developed by Exalate. This policy describes what data the Extension collects, how it is used, and how it is protected.

This document is in addition to the DPA as published on the trust center (trust.exalate.com)

Data We Collect

Tab URL

When the user clicks the Extension icon, it reads the URL of the currently active browser tab. This URL is used solely to determine whether the user is viewing a supported work item (e.g., a Jira issue, a ServiceNow incident). The URL is sent to the Exalate API (`exalate.app`) to retrieve the sync status of the identified work item.

- URLs are not stored, logged, or shared beyond the API request.
- Only URLs matching supported platform patterns are sent to the API. Unrecognized URLs are discarded locally.

Authentication Tokens

When the user signs in, the Extension stores OAuth 2.0 tokens (access token and refresh token) in the browser's session storage. These tokens:

- Are used exclusively to authenticate API requests to `exalate.app`.
- Are automatically cleared when the browser is closed (session storage).
- Are never written to persistent storage, cookies, or local storage.
- Are never shared with third parties.

Data We Do NOT Collect

- Browsing history
- Page content or DOM data (except the single Keycloak interaction described below)
- Personal information beyond what is in the Exalate user profile (name, email)
- Analytics, telemetry, or usage tracking data
- Cookies

Page Interaction

The Extension uses the `scripting` permission in one specific case: when the user requests to resend a verification email, the Extension clicks the "Resend" link on the Keycloak email verification page. No page content is read, extracted, or transmitted during this interaction.

Data Transmission

All data is transmitted over HTTPS to `exalate.app`. No data is sent to any other server or third party. The Extension does not contain any analytics, advertising, or tracking code.

Data Sharing

We do not sell, trade, or transfer your data to third parties. Data is only transmitted to the Exalate backend service (`exalate.app`) as described above.

Data Retention

The Extension does not independently retain any data. Authentication tokens exist only in session storage and are cleared when the browser closes. The Exalate backend service has its own data retention policies, which are covered by the main Exalate privacy policy.

Changes to This Policy

We may update this privacy policy from time to time. Changes will be reflected in the "Last updated" date above.

Contact

If you have questions about this privacy policy, please contact us at:

- **Email:** chrome-extension@exalate.com
- **Website:** https://exalate.com