

Telemetry Collection

Helping ownCloud Serve You Better



Why ownCloud Telemetry?

Our organization uses telemetry from our customers’ deployments to better align our product roadmap and feature set with your needs, and to improve the speed and quality of our services. We always put privacy first, so we designed our telemetry to do all this without collecting—or even seeing—any of your confidential information.

How ownCloud employees use platform telemetry to improve products and services

- **Product managers** make better development investment decisions with knowledge of usage patterns
- **Support engineers** fix problems faster with knowledge of your configuration and usage
- **Support managers** target customers who need security updates
- **Customer success managers** give better recommendations with knowledge of user adoption

How your ownCloud deployment collects telemetry

- Internal buffers collect configuration settings such as software version and features enabled
- Internal buffers also capture current numbers of users overall and for each feature
- At regular intervals, it reports these values to ownCloud corporate systems via encrypted protocols
- We store and analyze your statistics and settings in a controlled environment with limited access

Why you can trust OwnCloud to collect statistics

- Our telemetry never collects “content” data, such as emails, files, or any of their contents
- It never collects metadata or “non-content” data, such as file names or transaction times

What OwnCloud Telemetry collects—examples

Configuration settings



- Software version
- Number of seats licensed
- License expiration date
- Operating system version
- Features and client types enabled



Statistics

- License seats used
- License seats available
- Monthly active users
- Number of users by feature
- Number of users by client type