



Consent to Access User Data

When you open a support request, the Federation team members may be able to help you more quickly if they are allowed to access your files. In most cases, read-only access to a limited number of files is all that will be needed. On rare occasions, providing support may require altering some of your files (write access). Such changes will always be limited to what is strictly necessary to resolve the issue. In the case of minor changes, our team will always inform you of any action that they have taken. In the case of more significant changes, they will ask explicitly for your consent before making the change.

Do you agree to allow Federation team members to access the files as described above without explicitly asking for your consent each time the files need to be accessed?

You may withdraw this consent at any time by going to [My Account/Agreements](#)