Understanding Data Processing in Advanced File Features (Attachment Preview)

Last updated 13 November 2026

Advanced File Features allows you to preview various file types, such as documents, and spreadsheets directly – without requiring a download and re-upload.

▶ Watch the video on YouTube

How Do Advanced File Features Work?

When you opt to preview a file using Advanced File Features, the file is processed by third-party services, which generate a secure and rapid preview. This preview is then displayed directly within our platform, providing you with a seamless and efficient viewing experience.

Third-Party Services

To provide these features, we engage with the expertise and dedicated resources of two primary third-party services, to ensure that the previews generated are of high quality, secure, and generated with minimal delay:

1. **Google Docs Viewer –** Utilised for generating previews of various file types. Explore Google’s privacy practices here.
2. **Microsoft Office Viewer –** Predominantly used for previewing Microsoft Office files to ensure accurate and quality previews. Understand more about Microsoft's data management here.

Safeguarding Your Data Privacy

While these third-party services access your files to generate previews, we assure you of:

- **Restricted Access**: The services access your files strictly for preview generation.

- **Data Security**: We ensure the services adhere to stringent data protection and privacy standards.
- **User Autonomy**: Your engagement with Advanced File Features, and thereby these third-party services, is entirely under your control.

Consent

To enable the functionality of Advanced File Features, we require your consent to allow these third-party services to access and read your files for preview generation. Your consent is implied by switching on the feature in the General Security settings tab.

See our privacy policy here and our full terms of use here.

See also Previewing and marking up PDF attachments.