



Privacy and website policy

Expisoft AB

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Disclaimer

This document is a translation from the original Swedish version into English. In case of any discrepancies, ambiguities, or disputes regarding interpretation, the Swedish version shall prevail.

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1 Introduction

Expisoft AB is the data controller responsible for the processing of personal data described in this privacy and website policy. Expisoft AB complies with the EU's General Data Protection Regulation (GDPR) and the Swedish Data Protection Act when processing personal data.

1.1 What is personal data?

Personal data means any information relating to an identified or identifiable natural person. The crucial thing is that the information, individually or in combination with other information, can be linked to a living person. Examples of personal data are name, social security number, postal address, e-mail address and telephone number.

Certain personal data is considered particularly sensitive and falls within the special categories of personal data. These data are subject to specific rules. Examples include data revealing ethnic origin, religious or philosophical beliefs, political opinions, and data concerning a person's health.

We do not collect or process personal data that falls within the special categories of personal data. If such data is provided to us on your own initiative, this data will be processed under the terms of this Privacy Policy, but we advise you not to provide any data that may be considered sensitive in your communication with us.

1.2 What is the processing of personal data?

The processing of personal data includes anything that can be done with the information, regardless of whether it is carried out automatically or not. However, only processing that is carried out by automated means or forms part of a filing system is subject to data protection rules.

1.3 What personal data do we collect and how do we process it?

We may collect and process personal data about you in connection with your use of our ordering service for e-identifications, when you contact us in a support case, when you apply for a job with us, when you enter into an agreement with us, when we administer an existing agreement and when handling invoices. For example, as a customer, partner, supplier or job seeker.

We only collect and process the information necessary to provide the services we offer to you. Personal data that we may collect, and process includes, for example, your name, address, e-mail address, telephone number, identification number (social security number or corporate identity number) and payment information, as well as other information that you yourself provide to us.

If you sign up for newsletters, participate in competitions or similar, additional personal data that you choose to provide to us may be processed.

1.4 Personal data from third parties

We may collect personal data about you from sources other than yourself, such as colleagues, employers, or other representatives of the company you are affiliated with. This may occur in connection with orders, support requests, or other communications with us.

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The data collected in this way may include name, email address, telephone number and other relevant contact details. We process this personal data in order to administer and fulfil our commitments, communicate with you on relevant matters, and provide our services.

1.5 Why do you process my personal data??

We process your data for the purpose of:

- Be able to contact and communicate with you.
- Respond to customer service requests, provide support, and perform bug fixes.
- Provide and administer your access to our ordering service for E-identifications.
- Fulfil/administer orders, agreements and legal obligations.
- Analyse statistics in our digital services in order to improve our offerings, services and our communication.
- Be able to administer seminars, trainings and events, etc.

1.6 How long do you keep my personal data??

Normally, we store your personal data during the contract period and three years after the agreement with you and your company has expired.

When we save personal data for purposes other than those due to contractual relationships, other times may apply, for example, we have accounting requirements that require us to keep some of your information for up to seven years after the termination of the contractual relationship. After that, it will be deleted.

Information that we use for newsletter mailings or marketing is stored until the time you choose to unsubscribe from them, i.e. withdraw your consent (see below heading "What rights do I have?"). If you withdraw your consent, your personal data will no longer be stored.

If you apply for a position advertised by us and you submit your CV and personal data to us, we normally save this information while the recruitment process is ongoing. Unless otherwise stated, your application and your personal data will be deleted when the position is filled.

1.7 Who has access to my personal data?

Employees at Expisoft AB have access to your personal data. However, this information is only available to authorised employees who need to process personal data as part of their duties.

1.8 With whom do you share my personal data and for what purpose?

For postal mailings, email communications, analyses, campaigns, and other mailings, we may, where applicable, use subcontractors. These assignments are regulated by so-called Data Processing Agreement with each supplier.

In some cases, we may share your personal data with companies that are independent data controllers such as governments, banks, etc. When your personal data is processed by

companies that act as independent data controllers, the privacy policy and personal data processing practices of the respective companies apply.

We may also need to share your personal data in connection with legal disputes and in cases where we suspect that unlawful activity has occurred.

When the e-identification holder uses their e-identification, the public parts of the certificate/ e-identifications will be available to third parties (e.g. to the service provider where the e-identifications is used).

Third parties' access to and processing of this personal data are not covered by this policy. For information on how third parties process personal data, please refer to their respective terms regarding the processing of personal data.

1.9 Where is my information stored?

The information you have provided to us is stored on our own servers, in business systems and other applications (such as email). These servers and applications are located in a data center in Sweden.

Where we use subcontractors to process your personal data, all processing must take place in data centers located within the EU/EEA.

Expisoft shall notify the parties concerned in writing at least 30 days in advance if a change of location means that the storage or processing of data will take place outside the EU/EEA.

1.10 How do you protect my personal data?

Expisoft has taken the security measures necessary to protect your personal data against unauthorised access, alteration and deletion. This is done through both technical and organisational measures. For example, our IT systems and networks are protected through access control, antivirus protection and firewalls, and in some cases the information is encrypted. We also strive not to process more personal data than necessary in our systems, and we anonymise your data whenever possible.

We only use subcontractors with whom written agreements have been made when processing your data, which requires that the data is treated confidentially and protected. If a partner or subcontractor processes personal data on our behalf (data processor), we ensure through agreements that the personal data is processed in accordance with applicable data protection legislation, our instructions and this privacy policy.

Our data processors are obliged to maintain a high level of security and confidentiality and to take appropriate technical and organisational safeguards.

2 On what legal basis do you process my personal data?

When you provide us with information, we process your personal data by recording, storing and using it for the purposes described in this policy. As a legal basis for this processing, one of the following applies; performance of contract, legal obligation, legitimate interest or consent. If Expisoft relies on legitimate interest as a basis, it will only be done for the purposes stated above. Please note that you can withdraw your consent at any time by notifying us, for contact details please see heading 5.1 "How to contact us" in this policy.

All processing of your personal data takes place in accordance with applicable legislation and means that this data is not stored for a longer period than is necessary with regard to the purposes of the processing. We store your personal data for as long as you are a customer with us and for marketing purposes no information older than 3 years is used. In practical terms, this means that data is deleted when it is no longer relevant or necessary for analysis or direct marketing for the purposes for which it was collected.

2.1 To prepare and administer contracts

The most common purpose for which we process your personal data is to document, administer and fulfil agreements that we have with you and your company. We also need to process your personal data in order for us to be able to fulfil our obligations under law, other regulations or official decisions. For example, it may be to meet the requirements of accounting legislation.

2.2 When we have a legitimate interest

We process your personal data when it is necessary for a purpose for which we have assessed that we have a legitimate interest after a balancing of interests. For example, we may process your data for the purpose of providing you with various offers. Such marketing may be based, among other things, on how you use our products and services.

Where we have a legitimate interest, we may also process your personal data to perform market analyses and carry out marketing activities, as well as for business development and to improve our product offering to our customers.

If you do not wish to receive newsletters or information about our products and services, you can notify us, and we will unsubscribe you from our newsletters and any other communications. Our contact details can be found in 5.1 "How to contact us" of this Policy.

2.3 Once you have given us your consent

In some cases, we need your consent to process your personal data. We will then ask you to consent to us processing the data for that specific purpose. You can withdraw a consent you have given at any time.

3 What rights do I have?

According to data protection legislation, you have the right to control your own data and to receive information about how we process your data. You can turn to us if you want to exercise any of your rights. Contact details can be found under chapter 5.1 "How to contact us" of this policy.

3.1 The right to obtain an extract from the register

You have the right to receive a register extract of the personal data that Expisoft AB has saved about you once a year, free of charge. Should you request an additional register extract within 12 months of your first request, we may charge a fee to cover the costs incurred as a result of your request. Contact us if you want a register extract of personal data.

3.2 Right to request correction of personal data

If it turns out that we are processing personal data about you that is inaccurate, you have the right to request that the data be corrected. You can also request that incomplete information about you be supplemented. You can request at any time to have your information corrected in Expisofts records by contacting us.

3.3 Right to object to direct marketing

If you do not want us to process your personal data for direct marketing purposes, including profiling for this purpose, you can contact us. Once we have received your objection, we will stop processing the personal data for such marketing purposes.

3.4 Right to restrict how we process your personal data

In certain situations, you have the right to request that our processing of your personal data be restricted for a period of time. For example, this may be the case if you believe that information about you is inaccurate and we need to verify this. It may also be the case if you have objected to processing that we carry out based on legitimate interests. In such cases, we must assess whether our grounds for processing outweigh your interests.

3.5 Right to object to how we process your personal data

If we process information about you based on legitimate interests, you have the right to object to such processing. In order for us to continue processing the information, we must be able to demonstrate that we have compelling legitimate grounds for the processing and that those grounds outweigh your interests and rights.

3.6 Right to withdraw or delete your personal data

If you wish to withdraw all or part of your consent to your personal data and be removed from Expisofts register, you can contact us. If you request the deletion or withdrawal of your personal data, it may mean that you can no longer continue to use certain Expisofts services. If you choose to be removed from Expisofts register, it means that we do not save any contact information about you.

However, this may mean that in a later and completely different context, you may be contacted as a "new" contact. If you instead notify us that you do not want to receive any mailings or be contacted in any way, we can ensure this by putting in a contact block.

Even if you have requested that we delete your information, there may be legal requirements that require us to keep it. However, in this case, the data may only be processed for the purpose specified in the law that prevents the deletion.

3.7 Right to data portability

Where technically feasible, you have the right to have your personal data transferred to another party. This is known as data portability. You have the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format for transfer to another data controller.

The right to data portability applies to personal data that is processed by automated means and where the processing is based on your consent or a contract. If you wish to exercise your right to data portability, you are welcome to contact us.

3.8 Right to lodge a complaint with the supervisory authority

Do you believe that we have processed your personal data incorrectly? In the first instance, we would like to help resolve the matter. However, if you are still not satisfied, you have the right to contact the supervisory authority responsible for data protection. In Sweden, this is the Swedish Authority for Privacy Protection (IMY). Read more about this on their website.

4 Information and use of cookies

Below you will find information about cookies and how the content on the websites is used. The content on the websites is protected by Swedish and international copyright law. As long as the source is acknowledged, it is permitted to quote content, use charts in presentations and similar materials, and link to pages on the websites. We do our best to ensure that our websites contain accurate, complete and up-to-date information. However, typographical errors, external factors and technical issues may result in inaccuracies. This means that we cannot guarantee or accept responsibility for the information being error-free, even though this is our aim.

4.1 How personal information is handled

Personal information provided voluntarily by the visitor (e.g. name and e-mail address) is never sold to third parties but is only used for the purposes requested by the user. Information from the user's browser, such as IP address and cookie information, is stored in our log files on our server.

Expisoft uses cookies only to improve the content and functionality of the website, to meet the user's requests regarding our products and services, and statistics.

4.2 Information about cookies

A cookie is a small text file that the website you are visiting saves on your computer. There are two types of cookies. One type saves a file for a longer period of time on your computer and exists to facilitate the activities of individual users. It is used, for example, in functions that require the user to log in, register or order something from the website. The second type of cookie is called session cookies. While the visitor is browsing a page, the cookie is temporarily stored in the user's computer's cache. Session cookies are not stored for a long time on the user's computer but disappear when the user closes the browser.

Furthermore, cookies are used to be able to measure the number of page views and visitors for our internal statistical systems and for our supplier of an external one. The information collected regarding statistics is anonymous and does not contain name, e-mail address or any other information that can be linked to a particular person. The information is used to improve the visitor's experience of the website.

Our websites use both of these types of cookies to make it easier for you to use our pages. If you do not want to allow cookies, you can set a block for these in your browser.

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4.3 Links to other websites

In the event that our websites contain links to third-party websites, homepages or material published by third parties, these links are provided for informational purposes only. We have no control over the content of these websites and therefore refer you to the privacy policies of those websites regarding the collection or processing of personal data.

5 Updates to this policy

Expisoft AB may make changes to this Privacy Policy. In the event of significant changes, we will inform those affected by e-mail or through a notice on the websites when the changes take effect. Minor changes, such as linguistic adjustments or restructuring of the text that do not affect how we process personal data, may be made without specific notification. The latest version of the privacy policy is always available at <https://www.expisoft.se/>

5.1 How to contact us

If you have any questions about the content of this policy, how we use your information, or your rights, you are welcome to contact us in any of the following ways:

Phone: +46 (0)8-410 079 00

Email: info@expisoft.com

Postal address: Expisoft AB, Box 2934, 187 29 Täby