

# Fomtec, Privacy Policy

## 1. Generally

This Privacy and Marketing Policy ("Privacy Policy") describes how Dafo Fomtec AB, org. No. 556611-5670, Box 683, 135 26 Tyresö, e-mail: info@fomtec.com, ("Fomtec", "we") collects, uses and stores personal data.

1.1 The privacy policy applies when Fomtec provides services and products related to ordering, purchase, service issues, support cases and other contact with Fomtec, for example, visits to website.

1.2 The purpose of this Privacy Policy is to show how we ensure that personal data are processed in accordance with applicable privacy data (Data Protection Regulation).

## 2. Personal Data & Information

Fomtec is responsible for Fomtec's processing of your personal data and is responsible for such treatment in accordance with applicable law.

## 3. When do we process your personal data?

3.1 In order to purchase our goods and services or contact us for service, support or information, we must collect and process personal information about you.

3.2 Fomtec collects and processes personal information about you when ordering or conducting a purchase at Fomtec, using Fomtec support and service, visiting Fomtec's websites or an event organized by Fomtec, or otherwise in contact with Fomtec. The information collected from you at the time of booking and purchase is required to enter into an agreement with Fomtec and to enable Fomtec to provide its services and offers to you.

## 4. What personal data are we processing?

4.1 For those who are a customer Fomtec

The personal data Fomtec collects and handle about you as a customer who completes orders, purchases and uses our support and services is:

- Name
- Identification number
- Address
- Phone number
- E-mail address
- payment details
- Customer number

## **5. Why do we process your data?**

### **5.1 For those who are a Fomtec customer**

Fomtec processes your personal information for different purposes. Mainly, Fomtec processes your personal information in order to:

- Comply with our obligations to you as a customer, such as execution of order, purchase, service and support as well billing.
- Enable general customer care and customer service, such as answering questions and correcting incorrect data
- Provide information and direct marketing, by mail, email, SMS / MMS and phone related Fomtec
- Manage your customer relationship and provide our services
- Provide relevant information and custom offers in newsletter
- Assess which payment methods we can offer you, for example through credit assessments
- Prevent fraud and perform risk management
- Follow applicable legislation, such as accounting and tax laws

The data can also provide basis for market and customer analyzes, market research, statistics, business tracking and business development related to the purchase of goods and services.

## **6. The legal basics of our treatment of your data**

6.1 Fomtec bases the processing of your personal data on a number of legal bases. These are described below in this section.

6.2 We process your personal information in order to fulfill the agreement with you as a customer, such as to make orders and purchase for goods, services, service and Support.

6.3 Part of the processing of personal data we carry out is based on a so-called interest balance. This applies, for example, to the treatment we take to send you offers about our goods and services and to make a limited segmentation of customers, for example based on total purchase sums. Fomtec does not process sensitive personal data based on a balance of interest and does not perform any treatment that constitutes profiling based on a balance of interest.

6.4 In some cases, Fomtec may have a legal obligation to process your personal information. This applies, for example, to the processing of personal data we carry out to comply with accounting and tax laws.

## 7. Compilation of our personal data processing

| <b>Purpose</b>   | <b>Legal basis</b>  | <b>Type of personal data</b>   | <b>Retention period</b>  |
|--|---|--|--|
| In order to handle order / purchase as well as administer and deliver our goods and services   | Completion of purchase agreement (terms of sale)            | <ul style="list-style-type: none"> <li>- Name</li> <li>- Address</li> <li>- Phone number</li> <li>- E-mail address</li> <li>- Identification number</li> <li>- payment details</li> <li>- Customer number</li> </ul> | 36 months after you last been active with Fomtec, for example, by purchasing goods and services from us or being in touch with our Support |
| To ensure compliance with legal requirements, such as accounting and tax legislation   | Legal obligation  | <ul style="list-style-type: none"> <li>- Name</li> <li>- Address</li> <li>- Phone number</li> <li>- E-mail address</li> <li>- Identification number</li> <li>- payment details</li> <li>- Customer number</li> </ul> | As long as we are required to store the data in accordance with applicable law   |
| To market Fomtec and our affiliates or group companies' goods and services by mail, email, phone and text / MMS  | Balancing of interests                                      | <ul style="list-style-type: none"> <li>- Name</li> <li>- Address</li> <li>- Phone number</li> <li>- E-mail address</li> <li>- Identification number</li> </ul>   | 36 months after you last been active with Fomtec, for example, by purchasing goods and services from us or being in touch with our Support |
| To manage your account hold / customer number and enable targeted communication by mail, email, phone or text / MMS. See which of our newsletters you've interacted with and which of your events you've signed up for. Information about your purchases | Completion of the account / account number is (sales terms) | <ul style="list-style-type: none"> <li>- Name</li> <li>- Address</li> <li>- Phone number</li> <li>- E-mail address</li> <li>- Identification number</li> <li>- payment details</li> <li>- Customer number</li> </ul> | As long as you have an account / customer number at Fomtec   |

## **8. Profiling**

8.1 Fomtec can process your personal information through profiling if you have an account / customer number. If you have an account / customer number, Fomtec can analyze which of our products, services and offers you have been interested in, which of our newsletters you interacted with and which of your events you signed up to, information about your purchases to provide you with offers such as We think suits you and to invite you to an event we think you would like to go on.

8.2 You may at any time object to the processing of personal data through profiling. You can do this by calling Fomtec Customer Service or by contacting Info@fomtec.com Once Fomtec has received your objection, Fomtec will cease processing your personal information for this purpose.

## **9. How long do we save your data?**

9.1 Your personal information will only be stored as long as there is a need to save them to fulfill the purposes for which the data was collected in accordance with this Privacy Policy. Fomtec may save the data for longer if required to comply with legal requirements or to monitor Fomtec's legal interests, for example, if a legal process is in progress. See compilation in point 7.

10. Who can we share your personal information with?

10.1 Personal Data Assistants. In cases where it is necessary for us to provide our services, we share your personal information with companies that are so-called personal data counselors for us. A personal information officer is a company that processes the information on our behalf and according to our instructions.

When your personal information is shared with Personal Data Counseling, it is only for purposes that are consistent with the purposes for which we have collected the information (for example, to fulfill our obligations regarding purchase, ordering, service and support).

10.2 Companies that are independent personal responsible. We also share your personal information with some companies that are independent personal data administrators. The fact that the company is an independent personal responsible means that we are not controlling how the information submitted to the company will be treated. Independent personal data officers with whom we share your personal information is:

1. Government authorities (police, tax authorities or other authorities) if we are required to do so by law or in suspicion of crime.
2. Companies that deal with general freight transport (logistics companies and forwarders).

When your personal information is shared with a company that is an independent personal responsible person, it applies to the company's privacy policy and personal data management

## **11. Change of privacy Policy**

11.1 Fomtec will promptly notify you of any changes to the Privacy Policy. If you do not accept the changes, you are entitled to terminate the agreement with Fomtec before the amended Privacy Policy enters into force. You can terminate the agreement by contacting Dafo Fomtec AB.

## **12. The protection of your data**

Fomtec has taken the security measures needed to protect your personal data from unauthorized access, change and deletion. For example, information about customers and account holders is stored in a database that is protected by permission management and firewall.

## **13. Your rights**

13.1 Fomtec is responsible for processing your personal data in accordance with applicable legislation.

13.2 Fomtec will, at your request or on its own initiative, rectify, disassociate, delete or supplement data that is found to be incorrect, incomplete or misleading.

13.3 You are entitled to ask:

1. Access to your personal information. This means that you are entitled to request a registry outline of the processing we conduct regarding your personal data. You are also entitled to receive a copy of the personal data being processed. You are entitled to once a calendar year, by written application, receive a register extract of which personal data are registered about you, the purpose of the treatment and to which recipient the information has been provided or to be disclosed. You also have the right to receive information on where the data has been retrieved from the records extract if the personal data have not been collected from you and the predicted period during which the data will be stored or the criteria used to determine this period.

2. Correction of your personal data. We will prompt you to correct the incorrect or incomplete information we are processing as quickly as possible you.

3. Deletion of your personal information. This means that you are entitled to request that your personal data be removed if they are no longer necessary for the purpose for which they were collected. However, there may be legal requirements that we cannot immediately delete your personal data, for example, accounting and tax laws. We will then end the processing done for purposes other than complying with the legislation.

4. Limitation of treatment. This means that your personal information is marked so that they can only be processed for certain limited purposes. For example, you may request a restriction when you consider your information incorrect and you have requested a correction as per paragraph 13.2).

13.4 You are entitled to data portability. It implies the right under certain conditions to extract and transfer your personal data in a structured, widely used and machine-readable format.

13.5 You are entitled to object to personal data processing performed on the basis of a balance of interest. If you object to such treatment, we will only continue treatment if there are legitimate reasons for treatment that weighs heavier than yours interests.

13.6 If you do not want us to process your personal data for direct marketing, you are always entitled to object to such treatment by sending an e-mail to [info@fomtec.com](mailto:info@fomtec.com). Once we have received your objection, we will cease processing your personal data for such marketing purposes.

13.7 You are entitled to file any complaints regarding the processing of your personal data to the Data Inspectorate.

## **14. Cookies**

When you visit our website, we use cookies.

What are cookies and how do they work?

A cookie is, for example, a small text file that the website you visit requests to save on your computer. Cookies are used on many websites to allow a visitor access to various features. The information in the cookie is possible to use to follow a user's browsing.

There are two types of cookies. One type saves a file for a long time on your computer. For example, it uses features that talk about what's new since the user last visited the current site. The other type of cookies is called session cookies. While you are browsing and browsing a page, this cookie is temporarily stored in your computer's memory, for example, to keep track of which language you have chosen. Session cookies are not stored on your computer for a long time, but disappear when you close your browser. (Source: Post & Telestyrelsen, <http://www.pts.se/>)

What does Fomtec cookies use for?

Fomtec uses only one type of cookie as shown below.

Session cookies

Fomtec only uses session cookies. A session cookie lives as long as your browser is open. If you open a new one, it creates a new session cookie.

You can fully use our site even if you only accept session cookies in your browser. In the cookies we use, no personal information is stored. Also, information related to which pages you visit will not be saved.

## **15. Contact**

15.1 Contact us if you have any questions about this Privacy Policy, the processing of your personal information or if you would like to request one transcript.

Dafo Fomtec AB

Box 683

135 26 Tyresö

Tel: 0046850640566

[info@fomtec.com](mailto:info@fomtec.com)