

## **Personal Data Policy**

Name ISP care about your personal integrity and security. It is important to us that you feel safe when you provide us with your personal data. In this Personal Data Policy, we will explain how and for what purposes Name ISP collect, process, disclose, and store your personal data.

### **1. Basic Information**

1.1 Name ISP process data only in accordance with the General Data Protection Regulation (2016/679) (“the GDPR”) and other applicable legislation. By accepting this Policy, you understand that your personal data will be processed as stated below.

1.2 Name ISP are committed to only processing the personal data according to the terms in this Policy.

### **2. When do We Process Your Personal Data?**

2.1 Name ISP will process your personal data when you place orders, register for an account, visit our website or use our support-services. We will also process information by collecting data from third parties for the purpose of updating our registers, such as addresses and credit information.

### **3. What Types of Data Do We Collect?**

3.1 Name ISP only collect, store, and use personal data that are necessary, essential and compatible with the purposes of the services. We may process the following types of information:

- Name, personal identification number, address, phone number, e-mail address, payment information, user name, customer number, information about your orders, your order history, information about your account, IP-address, and information regarding your use of the Name ISP website (regarding cookies, see separate policy).

3.2 As an account holder you may, at any time, update or change your information by logging in to your account in your “Client Area”.

### **4. Why We Process Your Personal Data and on What Legal Basis?**

4.1 Name ISP process personal data for the purpose of being able to provide our services in an effective manner and also to be able to improve the services for you as a customer. Processing of personal data is not allowed without legal basis. Below we will explain why and on what legal basis we process your personal data.

4.2 For the performance of the Agreement: To be able to fulfill the obligations in the Agreement between you (as our customer or account holder), and us, it is necessary for us to process your personal data. From your perspective as a customer, the processing is necessary for us to be able to fulfill and deliver your orders, send you invoices, determine which payment methods we can offer, provide good customer support, and otherwise manage matters related to you.

4.3 Name ISP process your personal data based on your consent. This is in effect if you want to register for an account in the "Client Area" or if you want to use benefits like being able to save favorites and get more flexible service regarding complaints and other matters. Based on your consent, we may also send you personally customized marketing material or information about our services through newsletters, e-mail messages, regular mail, SMS/MMS, and the internet. When you register for an account, you accept this Policy and by doing so you give your consent for us to process your personal data in ways described herein.

4.4 After balancing legitimate interests: Name ISP process personal data based on a balancing of interests. If you make a purchase from us we may use your e-mail address to send you advertising and information about our services directly. If you are opposed to us using your personal data in this way we will not do so in the future. We always process sensitive data based on a balancing of interests.

4.5 To comply with our legal obligations: Name ISP process personal data to be able to comply with certain legal obligations. For example, this applies to processing that is necessary due to rules in applicable accounting legislation.

4.6 Automated decision making: Name ISP may in certain cases use an automated decision making process regarding direct marketing to the extent this is allowed according to applicable legislation or if you have given your consent to such processing.

## **5. For How Long Do We Store Your Personal Data? \***

5.1 Name ISP will store your personal data as long as it is necessary to fulfill the purposes of the processing. The personal data will be found and sorted out (weeded) when it is no longer necessary for the purposes for which it has been collected.

5.2 Name ISP will not store any data longer than 12 months after the customer has made a purchase or in other ways interacted with Name ISP. However, Name ISP will store data regarding account holders as long as the account is active in the "Client Area".

5.3 Name ISP may store the personal data for a longer time period if this is necessary to comply with applicable legislation or to be able to defend our legal interests, for example in any kind of legal proceedings.

## **6. Your Rights**

6.1 Name ISP is responsible for safeguarding the rights you have according to the GDPR and other applicable legislation. This means that you have a right to:

1. Access your personal data. It also means that you, without any extra cost to you, have the right to extract your data and get a copy in a digital format.
2. Demand that we rectify any incorrect, incomplete, or deceptive data.
3. Have your data permanently erased if it is no longer necessary for the purposes for which it has been collected. This is not applicable if Name ISP has any other legal base or legal obligation to process the personal data.
4. Restrict the processing of your personal data. This means that your personal data will be marked to be processed only for specified purposes.
5. Demand that your personal data is transferred from Name ISP to another controller in a structured, commonly used, digital format (data portability).
6. Object to processing of personal data based on balancing of interests. If you object to such processing we will only continue the processing if we have another legal basis to do so.
7. Object to the use of your personal data for direct marketing. Your objection to such processing should be sent by e-mail to: support@nameisp.com. After we have received your objection we will no longer process your data for marketing purposes.
8. Lodge complaints regarding the processing of your personal data to the Swedish supervisory authority (Datainspektionen).

6.2 If you chose to exercise your rights as described above, Name ISP will notify any third party that might have access to your personal data to ensure compliance as described above.

## **7. Whom Do We Share Personal Data With?**

7.1 Name ISP reserve the right to share the personal data with third parties such as companies within the same business group as Name ISP, business partners, and suppliers of payment and communication services. In order to ensure that we have the correct address to communicate with you, we may share personal data with companies who provide address updating services.

7.2 Third parties may only use the data for the purpose of selling and marketing the Name ISP services or deliver services in connection with the Agreement between Name ISP and its customers or account holders. If you, at the time you are purchasing a service, also are applying for credit, your personal data may be shared with companies that provide credit report services.

7.3 Name ISP may share personal data if this is necessary to comply with applicable legislation, to protect our legal rights or to detect, prevent, and flag fraud and other technical or security related issues.

7.4 Name ISP may transfer the personal data to countries outside of the EU/EES area, if one of Name ISP's service providers or business partners is located outside of the area. If the personal data is transferred in such a way Name ISP will make sure that the data is still protected according to the rules in the GDPR. Name ISP will also ensure that the transfer of personal data is performed in a legal and secure way.

7.5 Name ISP will not sell the personal data to any third party without prior consent.

## **8. Changes in the Personal Data Policy**

8.1 Name ISP reserve the right to, at any time, make changes in this Personal Data Policy. No changes will be made without prior notification to you. If you do not accept these changes, you have the right to object or you may close your account in the "Client Area", which means that we may no longer collect and process any additional data regarding you.

## **9. Cookies**

9.1 When you visit our website we use cookies. You can find more information about how we use cookies in our Cookie Policy.

## **10. Contact information to the controller**

AB Name ISP E-mail: [info@nameisp.com](mailto:info@nameisp.com). Phone: 0046 31 301 12 20. Office address: Radiovägen 2, Teknikhuset, 421 47 Västra Frölunda, Sweden.