

## Privacy policy for customers

### 1. Scope of the privacy policy

2. Below, it is described how [company name of the customer of Net-set], company reg. no. [\*\*], with the address [\*\*], (“we” or “us”), process personal data in relation to you as a customer.
3. Privacy matters are important for us and your integrity is our priority. Therefore, it is important for us to protect your personal data and ensure that our processing of the data is conducted in a correct and lawful manner.
4. In this privacy policy, we explain which types of personal data we may process about you and for what purpose we process them. We also detail our processing of personal data as well as what choices and rights you have in relation to such processing. We kindly ask you to carefully review our privacy policy and acquaint yourself with its content.
5. Please note that this privacy policy relates to processing of personal data for which we are the controller. This means that we are responsible for the processing of your personal data. It also means that you should turn to us with questions or remarks, or if you wish to enforce any of your rights in relation to our processing of your personal data.

### 6. The personal data that is processed

Personal data refers to data that can be attributed to you personally. We may process the following personal data attributable to you as a customer:

- (a) name;
- (b) address;
- (c) e-mail address;
- (d) phone number;
- (e) username and password;
- (f) order information;
- (g) IP address; and
- (h) other information that you provide in your contacts with us.

### 7. The purpose with the processing and legal grounds

We process your personal data for the purpose of administering our customer relations, delivering products, providing support and marketing our products and services. The processing is conducted on the

basis of being necessary for us to be able to perform our contract with you, and on basis of our legitimate interest to reach out with marketing.

**8. Storage of personal data**

9. We store your personal data as long as necessary for us to fulfil the purpose of the processing. If your customer relationship with us ends, we will store your name, address, e-mail address and phone number for marketing purposes for a maximum period of one year after the end of the customer relationship.
10. We will always process your personal data to the extent and during the period of time that we are required to by law.
11. If your personal data are is longer necessary in order for us to fulfil the purpose of the processing, or if the processing for any other reason is no longer allowed, the data will be anonymized or deleted.

**12. Recipients**

We may disclose your personal data to our data processors, for example companies providing our e-commerce platform, working with administration of invoices or IT-and cloud-based services. In such cases processing agreements will be entered into to make sure that your personal data is processed only in accordance with this personal data policy.

**13. Cookies**

- 1.1 The website uses cookies for the purpose of adapting your user experience and improving the website. Cookies are small text files that are stored on our visitor's computer and which enables us to monitor user patterns on the website.
- 1.2 There are two types of cookies: (i) a permanent cookie which is stored on the visitor's computer for a certain period of time and (ii) a session cookie which is stored only during the visit on the website. Session cookies are deleted once you close your browser.
- 1.3 Cookies are processed on basis of your consent. If you do not accept cookies, you can turn off cookies in your browser's security settings. You can also change the browser's settings to receive a question each time a website tries to store a cookie on your computer. Through the browser, stored cookies can also be deleted. See the browser's help pages for more information. Furthermore, you can delete cookies manually from your hard drive at any time.
- 1.4 Note that if you choose not to accept cookies, the functionality on certain websites can become limited.

**14. Your rights**

15. You have the right to receive confirmation on whether or not we process personal data concerning you, and in such cases get access to such personal data and also information regarding the personal data and how we process it.
16. You have the right to have inaccurate personal data concerning you rectified without undue delay. Taking into account the purposes of the processing, you also have the right to have incomplete personal data about you completed.
17. You have, under certain circumstances, the right to have personal data concerning you erased, for example if the personal data are no longer necessary in relation to the purposes for which they were collected or if the personal data have been unlawfully processed.
18. In some circumstances you have the right to obtain restriction of the processing of your personal data. For example if you contest the accuracy of the personal data, you can also require that we restrict the processing of your personal data for such a period that enables us to verify the accuracy of the personal data.
19. You have the right to object to processing of your personal data that is based on our legitimate interests. If this is done, we must provide compelling legitimate grounds for the processing which overrides your interests, rights and freedoms, in order to proceed with the processing of your personal data.
20. You have the right to object to the processing of your personal data for direct marketing purposes. In case of such an objection, we will no longer process your personal data for that purpose.
21. You have the right to receive the personal data relating to you and that you have provided to us, in a commonly used electronic format. You have the right to transmit that data to another controller (data portability).
22. If you have any comments on our processing of your personal data, you are welcome to contact us. You also have the right to lodge a complaint to the Swedish Data Protection Authority (*Sw. Datainspektionen*).

**23. Additions and amendments**

We may make additions or amendments to this privacy policy. If we do so, we will publish the updated policy on our website. In such case, we kindly ask you to carefully review the updated privacy policy.

**24. Contact us**

To update, rectify or erase data we have about you or to enforce your rights as described above, you are welcome to contact us at [e-mail address].

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*This privacy policy enters into force on [date]*