

# Personal Data Policy

## Your personal data

Care of Sweden AB is open about the data we collect and for what purpose. Our goal with this policy is to describe, accurately and transparently, how we collect, use, display, transmit and store your information, so you can feel confident that your personal data is kept safe. Care of Sweden performs all processing of personal data in accordance with the EU General Data Protection Regulation (GDPR). This policy applies for all circumstances when you are in contact with us in any way.

## Who is responsible for your personal data?

The Swedish-owned company, Care of Sweden AB, is the data controller for the personal data that you send to us and is responsible for your personal data in accordance with the applicable data protection regulations.

Care of Sweden AB

Box 146

514 33 Tranemo

Sweden

Business register: Swedish Companies Registration Office

Corporate identification number: 556524-0578

## What is personal data?

Personal data is any kind of information that can be directly or indirectly attributed to a natural person. This applies, for example, to your name, national identification number, address, e-mail address, and phone number. This also applies to encrypted data and different types of electronic identities, such as IP numbers for example, if they can be linked to natural persons.

## Why do we use your data?

We use your information to deliver the services and products you have ordered from us and to handle queries and customer care.

## Where is your personal data stored?

We handle personal data in our computer systems.

## Who has access to your personal data?

Your personal data is shared within Care of Sweden with access control at different levels.

### *Microsoft*

We use Microsoft Office products and system services for our work internally. This means that your personal data will be processed by Microsoft, which has been engaged by us as personal data processor. The personal data is stored by Microsoft in a cloud service in the EU. The personal data can be transferred by Microsoft to a third country (i.e. a non-EU/ESS country) in the event of a major IT incident. This transfer is solely for the purpose of protecting the data.

### *Contracting partners and IT suppliers*

We use a number of different IT services and IT systems in our business. We safeguard your privacy and the security of your data during all such processing. Some systems are installed locally with us and, in these cases, only our staff have access to the data. In these cases, there is no transfer to a third party. Some systems are cloud solutions, or installed at the supplier, which means we transfer personal data to the supplier. In these cases, the supplier is our data processor and handles the data on our behalf through contracts between us and the supplier.

## **On what lawful basis is the data handled?**

As lawful basis, we cite contract, legal obligation and legitimate interests.

## **What are your rights?**

### **Right of access**

You have the right to contact Care of Sweden to obtain information about the personal data we process about you and how we process your data.

It may be the case that some information cannot be provided due to other statutory provisions.

### **Right to extract from the register**

If you would like information about the information we have registered about you, you can apply for this by writing to the address above. The extract from the register is provided on request and is free of charge once a year.

The request has to be sent by mail, because it has to contain your signature, so you cannot send an e-mail. Mark the letter with "Personal Data Extract".

The legal support for this right to register extracts can be found in Section 26 of the Personal Data Act

### **Right to data portability**

You have the right to have your data transferred to you in a structured format to facilitate data portability.

### **Right to rectification**

You have the right to have your data corrected, as well as to complete data if it is incomplete, if it is relevant to the purpose of the personal data processing.

### **Right to erasure**

You have the right to delete all personal data processed by Care of Sweden at any time, with the exception of the following situations:

- you have a current case with us,
- you have a current order that has not yet been dispatched or has been partially shipped;
- you have an unpaid debt to Care of Sweden, regardless of your payment method,
- you have bought a product from us and thus fall within the Medical Device Directive, where we must maintain traceability of the product for at least 10 years,
- if you have made a purchase, we store your data in connection with the transaction for accounting purposes and it is stored in accordance with the Accounting Act.

## Right to restriction

You have the right to demand that Care of Sweden restricts the processing of your personal data in the following circumstances:

- If you object to the processing of your personal data on the basis of Care of Sweden's legitimate interest, we will limit all handling of the data while the investigation is underway.
- If you claim that your personal data is incorrect, Care of Sweden must restrict all handling of this data during the ongoing investigation into the accuracy of the personal data.

## How can you exercise your rights?

- *Right to complain*  
If you believe Care of Sweden is processing your personal data incorrectly, you can contact Customer Service at [gdpr@careofsweden.se](mailto:gdpr@careofsweden.se)  
You also have the right to lodge a complaint directly with the Swedish Authority for Privacy Protection.
- *Right to object*  
In some cases, you have the right to object to the processing of your personal data. This applies when your personal data is used following a balance of interests, but not if the legitimate reasons outweigh your interests.  
You always have the right to object, if the data is used for direct marketing purposes.
- *Damages*  
If you have suffered harm from the processing of your personal data in violation of the General Data Protection Regulation, you may have a right to damages.

## Care of Sweden's technical and organisational measures for the secure processing of your personal data

We take ongoing measures to comply with the principles of "built-in data protection and data protection as standard". We continuously evaluate the risks associated with the personal data processing that takes place and take the necessary security measures to reduce the risks.

We continuously train our personnel on data protection issues.

## Other

Care of Sweden reserves the right to change/update policies. The latest version is available on our Website.

If you have any questions about Care of Sweden's policy, please contact us by e-mail at [gdpr@careofsweden.se](mailto:gdpr@careofsweden.se) or phone +46 (0) 771-106 600. You can also write to us at the address below:  
Care of Sweden AB, Box 146, SE-514 23 Tranemo, Sweden

## Order reception

### Why do we use your data?

We use your personal data to send an order confirmation to the e-mail address provided when ordering or to the specified contact person.

We send information about deviations, such as, for example, delivery delays. Such information is provided by e-mail or by telephone, depending on the nature of the deviation and the contact details

we have *about* you.

We send payment reminders by e-mail

### **What kind of personal data do we store?**

The following data is stored in our system:

- Name
- Address
- E-mail address
- Telephone number
- Order history
- Delivery information
- Payment history
- Reference numbers

### **Who has access to your personal data?**

When you buy from us, your information is recorded in our business system and customer system and is shared within Care of Sweden.

#### *Supplier of installations for rental systems*

To provide the installations, we use subcontractors and contracting partners. Sometimes, it is necessary for us to provide or receive personal data from them to enable the performance of the service.

### **On what lawful basis is your personal data handled?**

In connection with purchases, your personal data is processed with contract as lawful basis.

### **How long is your personal data stored?**

According to the Medical Devices Directive, we need to store information for 10 years. The purpose of the storage period is to maintain the product's traceability for safety reasons.

## Customer care

### Why do we use your data?

We use your personal data to handle queries from you, handle complaints and guarantee issues regarding products as well as technical support via email, telephone and personal contact.

We can also contact you if there is a problem with your order.

### What kind of personal data do we store?

- Name
- Address
- E-mail address
- Telephone number
- Organisation/Company
- Work Role/Position

### Who has access to your personal data?

All cases are handled in our customer system and shared within Care of Sweden.

### On what lawful basis is your personal data handled?

Processing of personal data is based on contract.

### How long is your personal data stored?

The company stores personal data for as long as you are a customer with us and for as long as we need the data to discharge our responsibility to you as a customer. Where the case concerns the product, we may need to store your personal data for at least 10 years, in order to comply with other legislation.

## Development of digital services

### Why do we use your personal data?

We use data on customer behaviour to develop and improve our digital channels, design offers and to correct shortcomings and to increase security.

In the main, we use anonymous, or anonymized data at an aggregated level, to perform this type of analyses.

We use personalisation in our communication via social media and web advertising on websites other than careofsweden.se.

We collect your personal data when you subscribe, for example, to our newsletter, request downloading documents or access to services, create an account or rent our products. If you have signed up for our newsletter, we adapt the content of the newsletter to you.

### What kind of personal data do we store?

- First and last name
- Address
- E-mail address
- Telephone number
- Company/organisation
- Department/unit
- Work Role/Position
- User behaviour
- Your order history

### Who has access to your data?

Your information is shared within Care of Sweden in our customer system.

Information forwarded to a third party is only used to allow us to develop the services given above. We use web analytics companies to analyse our customers' online behaviour.

### On what lawful basis is your data processed?

The processing of your personal data to develop and improve our services and service, is based on legitimate interests.

### How long do we save your data?

We save your contact information until you contact us and want to be removed from our register. If you subscribe to our newsletter, you can easily unsubscribe by clicking on the link in the mail.

## **Compliance with legal obligations**

### **Why do we use your personal data?**

Processing of your personal data is necessary for us to comply with obligations under laws and ordinances, for example, regarding patient safety and accounting.

### **What kind of personal data do we store?**

- Name
- Address
- E-mail address
- Telephone number
- Ordering history
- Reference numbers

### **Who has access to your personal data?**

Your information is shared within Care of Sweden.

### **On what lawful basis is your personal data processed?**

Personal data processing is necessary to allow us to fulfil a contract with you or for us to be able to fulfil a legal obligation.

### **Storage times**

According to statutory requirements, we need to store information for at least 10 years. The purpose of the storage period is to maintain the products' traceability for safety reasons. We reserve the right to store data in accordance with the Accounting Act.