

Privacy Policy Monitor ERP System AB

As of May 25, 2018 the new General Data Protection Regulation (GDPR) will be implemented throughout the EU. The new regulations will replace the Personal Data Protection Act (in Sweden known as PUL) and raises the demands regarding how companies/organizations are allowed to handle your personal data.

It is important for us working at Monitor ERP System AB that you feel secure with letting us handle and save your personal data, and that you are informed that we do so in a legal and reliable way and also how it is done. In this privacy policy we wish to explain how we collect and use your personal data. It also describes your rights and how you exercise them.

Responsible for personal data Monitor ERP System AB

Monitor ERP System AB is responsible for personal data which is processed, and also determines the purpose and method of the data processing.

Monitor Enterprise Resource Planning System AB (556071-3454)

Visiting address:

Mailing address:

Jakobsbergsvägen 4

Box 264

SE-824 43 Hudiksvall

SE-824 26 Hudiksvall

Phone, switchboard: +46 650-766 00 (opening hours 8 am to 5 pm), ask for the person responsible for personal data

E-mail: gdpr@monitor.se

Personal data and how we handle it

Monitor ERP System AB is responsible for personal data and the processing of data we collect and which you share with us. Please Note! Company information might be personal information for you who have a private business.

Which type of personal data do we collect?

The personal data we collect is information linked to our agreement with you as customer, for example name, address, e-mail address, phone number. Other data you submit during your contacts with us might also be considered personal data.

How do we collect your personal data?

The data we collect about you is only the data which you have submitted or which we have collected from you based on your registrations. We do not collect any additional data about you from a third party.

How can we use your personal data?

To be allowed to process personal data there must be support in the General Data Protection Regulation (GDPR), a so called legal basis. This means that for our processing of your personal data to be legal, it has to be necessary in order to:

1. Fulfil a contract with you, or to
2. Fulfil a legal obligation on Monitor's part

We can also process your personal data:

3. After a balance of interests, or
4. After you have given your consent to the specific processing

How long do we save your personal data?

We never save personal data longer than what is necessary. Some personal data are immediately deleted/erased. Other personal data is saved for different amounts of time dependent on what the data is used for and depending our legal obligations.

With whom do we share your personal data?

Within certain fields of business, Monitor ERP System AB can engage subcontractors. This means that they also might require certain information about you who are a customer. We may share your personal data with such subcontractors. These parties have the corresponding obligations regarding processing of personal data as you as customer have contractually agreed with us. This is regulated in a so called Personal Data Processing Agreement. We have data processors which help us with:

- IT services (companies which handle spam filters for e-mails)
- Partners (developing customer-specific solutions, subcontractors)
- Companies within our group (purchase agreement and customer information incl. contact persons and information)

Monitor ERP System AB does not share any personal data in addition to this, and we do not sell your data to third party.

How is your personal data protected?

We use IT systems to protect the confidentiality and the access to your personal data. We have taken specific security measures to protect your personal data against wrongful or unauthorized processing (e.g. unauthorized access, destruction or damage). Only persons who need to process your personal data in order for us to execute our reported purposes, have access to the data in question.

Your personal data is always processed in Sweden (data processors, location of servers).

What kind of personal data is collected and why?

To be able to provide products, services, and support/help desk, we need to collect, process, and save your personal data. Below you find examples of how we collect your personal data, for which purposes we process your personal data, with the support of which legal basis this is done, and for how long your personal data is saved in our systems.

1. When you make a purchase from us at Monitor ERP System AB

Personal data is collected, processed, and saved, when you make a purchase of a product or a service from us. A purchase can be made by phone, via letter, by an e-mail, or in a personal meeting.

We save and process the personal data in our systems in order to be able to:

- Complete your purchase
- Complete the delivery of the product with the related notification of the delivery, and the contacts necessary in case of a delayed delivery.
- Handle returning of products and complaints
- Fulfil warranty commitments, etc.

The personal data we save is: Name, address, mailing address, telephone number, and e-mail address.

Legal basis for the personal data processing: Purchase agreements and delivery agreements with customer and warranty commitments

The personal data is saved in our ERP system as long as we have a business relation. And once that is terminated, the Book-keeping Act (in Sweden the BFL) oblige us to keep the data for another 7 years.

Personal data which have been submitted by e-mail and letter will be immediately deleted/erased once it has been registered in our ERP system.

Quotes

Quotes with occurring personal data are saved in our ERP system during the time we have a business relation. After this, an annual clearing of terminated contacts is made according to applicable accounting laws and practice.

Invoices/Orders

Personal data occur in our business documents and is saved as long as we have a business relation. After this, clearing/deleting personal data will be done according to applicable laws and practice. Currently this means it will be cleared after 7 years.

2. Correspondence via e-mail

Personal data is saved and processed when you contact us, or when we contact you, via e-mail. Which type of personal data is concerned depends on in which matter you are contacting us.

E-mails regarding general matters

The personal data we save is: Name, e-mail, address, telephone number.

Legal basis for the personal data processing: Balance of interests

The personal data is saved: On our e-mail server, as long as we have a business relation or are having an active dialog regarding establishing such a relation. After this, annual clearing/deleting of personal data will be made.

Order confirmations

The personal data we save is: Name, e-mail, address, telephone number.

Legal basis for the personal data processing: Purchase agreement and delivery agreement

The personal data is saved: On our e-mail server, as long as we have a business relation. After this, annual clearing/deleting of personal data will be made.

E-mails regarding (or registering) support cases

The personal data we save is: Name, e-mail, address, telephone number.

Legal basis for the personal data processing: Update and support agreement.

The personal data is saved: In our support case system, as long as we have a business relation. After this, annual clearing/deleting of personal data will be made.

3. When you register in our Support portal

Personal data is processed and saved in order to be able to create and administer personal pages in the support portal where it for example is possible to:

- Trace and answer current cases
- See historical cases
- Update contact information

The personal data we save is: Name, address, mailing address, e-mail, telephone number, password, IP address.

Legal basis for the personal data processing: Update and support agreement.

The personal data which is registered via the support portal is saved in our support case system and is saved as long as we have a business relation. After this, annual clearing/deleting of personal data will be made.

4. When you register to subscribe to our newsletter

Personal data is processed and saved in order to be able to send information and news via our newsletter.

The personal data we save is: Name, e-mail, zip code.

Legal basis for the personal data processing: Legitimate interest.

The personal data is registered via the e-commerce platform and is saved on our own servers in Sweden. The personal data is saved and it is possible to unsubscribe directly in the newsletter or via our customer service.

Your rights

If you wish to learn more about which personal data we process for you in particular, you are welcome to contact us to gain access to your data. We have a responsibility to see to that the personal data we process is correct, but you as customer can also complement missing information and other relevant information.

Access right

You can, without charge, request an abstract from our registers to see which personal data is registered about you. This abstract from the register will then be sent to the address registered with us.

Right to correction

We have a responsibility to see to that the personal data we have is correct. If you discover incorrect personal data about yourself you have the right to request this data to be corrected. Please remember that there is data which you can change yourself by registering in the support portal.

Right to delete/erase

Personal data is saved as long as you are customer to Monitor ERP System AB. Depending on which type of data is concerned, it can be saved for up to 7 years after the business relation is terminated. Invoice information and invoice bases are saved for as long it is required by law, e.g. According to the Book-keeping Act.

As customer you have the right to, without any delay, get your personal data deleted/erased if any of the following conditions apply:

- If the data is no longer needed for the purposes which it was processed.
- If the processing is solely based on your consent, and you withdraw this consent.
- If you oppose yourself to the processing of personal data which takes place after a balance of interests, and there is no justified reason carrying more weight than your interest.
- If personal data has not been processed according to the regulation.
- If deleting/erasing of data is required in order to fulfil a legal duty.
- If personal data is deleted/erased, we will notify the parties to whom we have submitted your personal data, that this deletion have taken place.

Right to object

You have the right to make objections against the processing of your personal data which we perform on the basis of balance of interests. You then have to specify which process you object to. If we find that such processing should still take place, then we must show that there are other interests carrying more weight. If the personal data is processed for direct marketing you always have the right to, at any time, object to the processing.

Right to limitation

You have the right to request a temporary limitation of the procession of your personal data. The processing can be limited in the following situations:

- When you consider your personal data not to be correct and you have requested a correction in our registers. You can then request that the processing of your personal data should be limited during the time of investigation on our part.
- When the data processing is illegal but you object to your personal data being deleted/erased and instead request that the use of this data should be limited.
- When you need your personal data to be able to confirm, claim, or defend legal claims, even if we no longer require your personal data for the purposes of our processing.

- When you have objected to the processing of your personal data we are allowed to keep processing your personal data during the time of the investigation.
- If the processing of your personal data is temporarily limited, we will notify the parties to whom we have submitted your personal data, that this temporary limitation has taken place.

Right to data portability

You have the right to obtain the personal data which you yourself have submitted to us, in order for you to use this data elsewhere. This applies in cases when you have submitted your consent to the data processing or if the processing is required for us to be able to supply services to you according to the agreement between us. On the other hand, you do not have the right to move your personal data if we are processing this due to balance of interests or legal obligations.

Complaints and reporting of problems

If you consider your personal data being processed contrary to current rules and regulations, you should report this to us at Monitor ERP System AB as soon as possible. You can also file a complaint to Datainspektionen since they are responsible for monitoring the application of the legislation.

If a personal data breach occurs we are liable to report it to Datainspektionen. A personal data breach might be an event which leads to accidental or illegal destruction, loss or change of your personal data. It can also be an event which leads to unauthorized access to the processed personal data. The breach/incident should be reported to Datainspektionen within 72 hours from when it is discovered.

Contact information when you want to exercise your rights

All contacts regarding personal data should be handled via the contact below if nothing else has been agreed.

Letter: Monitor ERP System AB Box 264, SE-824 26 Hudiksvall

Phone: +46 650-766 00 (opening hours 8 am to 5 pm), ask for the person responsible for personal data

E-mail: gdpr@monitor.se

Request access to personal data

As a private person you have the right to obtain information about which personal data we process about you. This request should be made in writing and should be personally signed and also contain information about name, address, and telephone number. Mark the envelope with "GDPR" in order to ensure it to be correctly handled.

Send your request to:

Monitor ERP System AB

P.O. Box 264

SE-824 26 Hudiksvall

Questions concerning this will be answered according to other questions about personal data cases, see above. The abstract from our registers will be sent to your address which we have registered. It will be sent within a month of your request being received by us.