	Titel GDPR Data Protection Policy for Businesses		
	Utarbetad av Andreas Khysing	Reg. Nr POL 129	Sida 1(3)
	Godkänd av Andreas Khysing	Giltig från 2024-09-15	Utgåva 3

Policy

Krylbo Verkstäder AB is committed to protecting the rights and personal data of individuals. The Data Protection Policy describes how we collect, use and store personal data.

By using our digital services and purchasing our products, you accept our Data Protection Policy and our processing of your personal data. You also agree that we use various methods of communication such as email, SMS, telephone or computer systems to send information to you. It is important that you read and understand our Data Protection Policy before using our services.

In order for you to be able to use our services, we need to store and process your personal data as described below. We always take the utmost care for your privacy.

What information is collected?

Personal data is in most cases collected from our customers when ordering one or more of our services, or generated in connection with your use of our services and products (e.g. IP addresses or logging of users). The personal data we collect can be divided into the following categories:

Identification: Typically, this consists of your name and email address.

Contact: Information such as email, contact information, and phone number. This is important in order to, for example, offer support, send invoices or contact you with important information about your products.

History: For example, login history, support cases, etc.

Legal basis for processing personal data?

All processing are carried out on the basis of an agreement. In order for us to be able to carry out our obligations to you as a customer and comply with applicable legislation, this is regulated in agreements.

What do we do with information?


All data is used to deliver, administer and improve our services. The information is required for us to deliver our products (for example, for billing, support, financial administration or identification of ownership). We also use this to be able to communicate with you about important information.

Who may we disclose your personal data to?

In order to protect and safeguard our customers' privacy, personal data is not disclosed to an external party that is not specified (see below) without you as a customer having consented to this.

Exceptions to this are made if a customer has violated our terms and conditions, if there are legal actions or if an authority requests this on the basis of Swedish law.

We have a register of subcontractors who carry out processing of personal data. With these subcontractors, we have signed processing agreements, which include provisions on the processing of personal data on our behalf.

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Where do we process your personal data?

We always carry out the processing within the EU/EEA. However, in certain situations (e.g. e-mail via Microsoft Office 365), the information may be transferred to, and processed in, a country outside the EU/EEA by one of our subcontractors. As we always strive to protect your information, we will take all legal, technical and organizational measures to ensure that your information is handled securely and with a level of protection comparable to and at the same level as the protection offered within the EU/EEA.

How do we protect your personal data?

We have a comprehensive system with several security levels through both logical network limitation, access levels, alarms and intrusion protection of various kinds.

What rights do you have to your data?

As a registered person and customer of ours, you have special rights regarding the personal data we hold about you. These are:

Information:

As a customer, you can contact us at any time to find out what information we have collected. We aim to implement this without delay.

Correction: Changes to registered information are made by contacting our administration.

Restriction: If you object to the accuracy of the data we have registered, you can request that we restrict the processing of this data to storage only. We may then stop all other processing (which also means that we must stop the delivery of our products) until a correction has been made or until it is possible to determine what is correct and what is not.

Data portability: For personal data that has been processed and collected automatically (on the basis of consent/agreement), you have the right from us to receive it in a machine-readable format.


Erasure: Under certain circumstances, you have the right to request the deletion of your personal data. These can be e.g.

- If there is no legal basis for the processing, or the processing is unlawful
- There is no legitimate reason for further treatment
- You object to processing for direct marketing purposes

A prerequisite for us to be able to perform the above is that we obtain satisfactory documentation for identification from you as a data subject. Your request to exercise your rights above will be assessed on a case-by-case basis based on the prevailing circumstances. We may also be required to retain your information if it is necessary to comply with legal obligations, assert a legal claim, or enforce our active agreements.

Automated decision-making

In some cases, we may use automated decision-making if you have given your explicit consent or if it is necessary for the performance of a contract.

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Cookies on our websites

We use cookies, a text file that is stored on the visitor's computer, to identify and optimize our web applications for visitors and customers. If you do not want us to do this, you can turn off cookies in your browser. Please note, however, that the functionality of our website may then be limited.

How long do we keep your personal data?

We store data for as long as it is necessary to carry out our obligations as a supplier, and for as long as it is required according to statutory retention periods. When we save data for purposes other than our commitments as a company, e.g. to meet accounting and financial requirements, we only store the information for as long as it is needed for each purpose.

Changes to this Privacy Policy

The content of this data protection policy may change over time. We will always keep our customers' privacy high, and comply with all data protection laws within the EU and Sweden. If we implement major changes, these will be communicated via email. If you want to stay updated on an ongoing basis, we recommend that you read this policy regularly

Contact us and the data protection authority

If you have questions or comments regarding our data protection policy, you can contact our sales organization via e-mail, chat or phone. Contact information can be found on our website.

You can also file a complaint or contact the Swedish Data Protection Authority, which acts as our supervisory authority. Contact information can be found on <https://www.datainspektionen.se>.

Personal Data Providers

As the data controller of your personal data as a customer, a number of suppliers may be used who thereby have access to customers' personal data. We can provide you with a list of these data protection representatives upon request.

We will not disclose or sell your personal data to other third parties unless we have your written permission to do so.

Krylbo



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Andreas Khysing