

GDPR

It is important for us at Momentum Energize AB that you feel safe with how we handle your personal information. Therefore, we are open with how we collect, process and share the data we save with us.

Our goal is to create as good experience as possible for you as a customer/client with us.

WHAT IS GDPR?

On 25 May 2018, the new European Data Protection Ordinance, "The General Data Descriptive Ordinance (GDPR), will come into force. This Regulation will be implemented in all local data protection laws throughout the EU and EEA region. It will apply to all companies that sell and store personal data about citizens in Europe, including companies on other continents. It gives citizens in the EU and EEA greater control over their personal data and ensures that the information is protected throughout Europe.

WHAT PERSONAL DATA DO WE HANDLE?

Customer information: Customer information is such information as name, address, e-mail address, phone number, social security number, In addition, we also treat other information you provided in your contacts with us to provide you with the best possible service.

WHAT DO WE USE YOUR DATA FOR?

According to current data protection regulations, personal data may only be collected for "specific, explicit and legitimate purposes." Personal data may not be processed in a manner that is incompatible with these purposes. Additionally, it's also needed to have support in data protection regulations to handle personal data, such support is called a legal basis. In order for us to process your personal information legally, it is necessary that one of the following grounds is met:

1. Usage of your data is necessary in order for us to fulfill our agreement with you,
2. Usage of your data is necessary in order for us to fulfill a legal obligation we have (that is, if we have a legal obligation to do something under another law);
3. Usage of your data is necessary for the legitimate interests at Momentum Energize and that your interests in protecting your personal data do not weigh heavier (balancing of interests), or in specific cases, after you have given your consent to the particular treatment.

In order for us to provide our services to you, we need to process and manage your personal information. The following are examples of the purposes for which we treat your personal data and for which legal basis we do this.

SUPPLY OF SERVICES

Purpose:

We process your personal information to the extent that we need to identify you as our customer or user, in order for us to fulfill our agreement with you regarding the delivery of services. We also process your personal information for our administration and billing of services, for credit disclosure purposes, to handle support, service, to assist you in questions about your service or agreement when you contact us, and to defend our rights and fulfill our obligations according to our agreement with you.

HOW DO WE COLLECT YOUR DATA?

- We collect information when you become a client to us and provide us with information. We also collect information when you communicate with us.

HOW LONG IS THE DATA SAVED?

We never save personal information beyond what we need. The data we collect and generated when using our services is processed for different purposes. Therefore, they are also saved for different period of time depending on their use and our legal obligations.

- If we do not specify anything else below, we will save most of your customer/client information as long as you are a client of ours. Once the agreement has been terminated, they are deleted (or anonymized) after a maximum of 12 months, except if we by law are required to save them for an extended period of time (for example, according to the Accounting law).
- We will save your traffic information to manage billing generally until our claim is paid or limitation is commenced and it is no longer legally possible to object to billing. In the case of an unpaid invoice, the data is stored until the claim is settled. When the invoice is paid, the data is deleted after 18 months, except for the information required to comply with legal requirements under the Accounting law.
- Credit information is deleted after a maximum of 3 months from retrieval.
- Case history from support cases is deleted after you are not a client with us anymore and don't want to continue with our services.
- In order to be able to administer and offer you the best service, your information is stored in contact with us throughout your contract period or as long as you are our client.
- The information we have due to a legal obligation is saved as long as the applicable law requires.

YOUR RIGHTS

You are entitled to receive clear information from Momentum Energize AB free of charge about the personal information we store about you.

In addition, you have the following rights:

- Right of access - The right to know what personal data has been collected and how these data are processed.
- Right to rectification - Right to request correcting of personal information.
- Right to delete - The right to request the removal of personal data.
- Right to limitation - Right to request limitation of personal data processing.
- Data Portability Right - Right to share your personal information in a machine-readable format.
- Right to object - Right of withdrawal of prior consent or objection to certain treatment.

In order for us to provide our services to you, we need to process and manage your personal information, but please do not hesitate to contact us if you want to exercise the rights you have as a client / customer.

CLARIFICATION:

We will save your name and social security number / organization number you shared in the agreement. Mail addresses and information with your contact with us are saved in a CRM-system to provide you with the best possible service. All systems we use are compliant with the GDPR law and are protected by secure passwords and virus programs. The agreements and other information are stored in encrypted folders protected by secure passwords.

