



## **ISIFLO AS**

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## **Privacy Policy**

ISIFLO AS (org.nr.982 236 177) and the Managing Director is responsible for the storage and processing of personal data in the enterprise.

ISIFLO AS is a manufacturing company and focuses on processing all personal information properly and in accordance with applicable laws and regulations. This privacy statement provides information about ISIFLO AS's processing of personal data. The legal basis for processing your personal information is GDPR Article 6, No. 1.

### **Definitions:**

- A person is an identifiable physical person, for example a customer or a contact person.
- Personal information is information that is directly or indirectly linked to a person.
- The controller is the person who defines the purpose of processing personal data and has an agreement with persons.
- A data processor handles personal data on behalf of the coordinator. The treatment is governed by a Data Processor Agreement (DBA) between the controller and the data processor.
- Anonymous data is data where all identifiable items are removed, which makes it impossible to associate the data with a particular person.

### **Processing of personal information at ISIFLO AS:**

ISIFLO AS is the treatment manager for:

- Customers
- Contact persons
- Consultants and newsletter recipients.
- Contacts for suppliers and partners.

**Example of processing activities.**

- Managing user profiles.
- Manage informed consent.
- Maintain individual rights such as access, correction of information, etc.
- Provide information, newsletters, offers, and other customized marketing.
- Notify changes (e.g. services and terms).
- Reply to requests or questions related to services, terms, or processing of personal information.

**Personal data that is processed and stored:**

- Personal information like name, address etc.
- Contact details, such as email, phone number etc.
- Interests, trading patterns etc.
- Web cookies related to the use of our website.
- Information related to the content in communications, such as e-mails, etc.

ISIFLO AS may combine personal Information collected by various services as long as the information is collected for the same purpose.

**All treatment activities have a legal treatment basis.**

- Comply to the agreement for the use of ISIFLO AS services, for example, in connection with customer relationship management or to notify changes in the relationship.
- Explicit consent
- To comply with legal obligations, ISIFLO AS is obliged to save personal information due to statutory rules for accounting and insurance matters.
- To safeguard ISIFLO AS's interests (provided that the customer's interests are safeguarded) for example in connection with the improvement of services, to defend a legal claim, to prevent loss or damage, to prevent acts that may compromise the person's (customer) personal information.

**The customer can at any time:**

- Withdraw consent to treatment activities based on the consent.
- Get access to their personal information.
- Change their personal information.
- Request deletion of personal information.
- Ask for limitation of, or protest against treatment.
- Request to transfer personal information.
- Terminate the agreement or customer relationship.

**Storage time for personal data:**

ISIFLO AS keeps personal information as long as necessary to fulfill the treatment purpose. Data is deleted when the customer relationship ends with ISIFLO AS. Legislative rules for example, related to storage for accounting purposes and other legal obligations, such as defending a legal claim may necessitate the storage of personal data for a longer period of time.

**Information Security:**

The protection of personal data is of major importance to ISIFLO AS. We continuously work to safeguard the security and protect personal data against accidental change, deletion or disclosure to unauthorized parties, externally and internally. Our security practices include protection of personal data, IT systems and infrastructure, internal and public networks, as well as office buildings and technical facilities.

**Transfer of personal information:**

No third part may use your personal information for his/her own sole purpose. ISIFLO AS may disclose personal information to data providers who perform services for ISIFLO AS. Data processors will only use the personal information for the purpose for which they were collected or to perform the services of ISIFLO AS. The relationship with such a third part is governed by the Data Processing Agreement. Disclosure of personal data to public bodies occurs only under law and current regulations.

**Data processor agreements for ISIFLO AS, as of today:**

- Oseberg AS
- Super Office/Ganske Enkelt
- Evry
- Survey XTRACT

ISIFLO AS reserves the right to change / enter into new agreements with alternative suppliers than those agreements entered into as of today.

**Use of cookies:**

- ISIFLO AS uses cookies and similar technology on our website. When you visit [www.isiflo.no](http://www.isiflo.no) or any of our web sites, cookies can be stored on your computer or mobile phone. These cookies help us find sections of interest and popularity. They help us find which pages are visited and how long they are visited. The information is used to for us to analyze and develop. This so that we can make our website and services, newsletters and special offers better adapted to our customers.

**Right of appeal:**

If you believe that any of your personal information processed by ISIFLO AS is in violation of any of the relevant privacy policies, you are entitled to file a complaint. This either directly to ISIFLO AS, Data Protection or any other relevant regulatory authority.

**Contact:**

Feel free to contact our customer service at e-mail: [info@isiflo.com](mailto:info@isiflo.com)

**Changes to this privacy statement:**

ISIFLO AS reserves the right to change the privacy statement at any time. The latest legitimate version of the privacy statement is available at any time on ISIFLO AS's web pages or on request. We will notify you of any changes to the privacy statement that you are entitled to receive information about or which will require your consent.

Sincerely

**ISIFLO AS**

Kjetil Bang Hagen

**Sales & Marketing Director**