

Privacy principles

Background

This privacy principles contains information on how we process your personal data. It is important for us that you feel confident that your personal data is being processed in a legal, open manner. We therefore request that you, as a user, read through our privacy principles carefully for more information.

Personal data controller

Svenska Retursystem is the personal data controller for the processing of your personal data and is responsible for ensuring that such processing is in accordance with the applicable legislation. Svenska Retursystem's address and contact information is: Svenska Retursystem AB, Box 30113, 104 25 Stockholm.

Our processing of your personal data

Svenska Retursystem will process your personal data for the following purposes and on the basis of the following legal bases:

Purpose	Legal basis	Categories of personal data
Fulfilment of the business relationship by supplying, administering, developing and adapting products and services, as well as to facilitate support and customer service to you as a user	Processing is necessary to fulfil the Agreement with you as the user	E-mail address, name, telephone number
To facilitate business follow-up and business and method development, i.e. canvassing new customers	Processing is necessary for fulfilling the Company's legitimate interest in marketing its products and services to you, known as the balance of interests	E-mail address, name, telephone number

Transfer of personal data to a third country

Svenska Retursystem will not transfer your personal data to any country outside the EU/EEA.

How long we store your personal data

Your personal data will only be stored for as long as it is necessary to fulfil the purposes for which the data was collected in accordance with our privacy principles.

Who we will provide the personal data to

Svenska Retursystem may provide your personal data to a third party, e.g. a company that provides servicing and support services, for use by the recipient in order to fulfil the purposes of processing your data as specified in “Our processing of your personal data” above.

Your rights

- Svenska Retursystem, as the personal data controller, is responsible for processing your personal data in accordance with the applicable legislation.
- Svenska Retursystem, at your request or initiative, will correct, de-identify, delete or supplement any data that is discovered to be incorrect, incomplete or misleading.
- You are entitled to request from Svenska Retursystem **access to and correction or deletion** of your personal data (e.g. if such deletion is required in accordance with the applicable legislation), request restriction of continued processing of your personal data and the right to object against the processing of it (e.g. if you question whether the personal data is correct or if processing is legal). The company will inform each recipient of the personal data as per the point above of any correction or deletion of data, as well as any restriction of processing of data that takes place in accordance with this point “Your rights”
- You are entitled to **data portability**, i.e. a right, under certain circumstances, to extract and transfer your personal data in a structured, commonly used, machine-readable format to another personal data controller.
- If you do not want Svenska Retursystem to process your personal data for direct marketing, you are entitled to inform Svenska Retursystem accordingly at any time. Once Svenska Retursystem has received your notification we will cease processing your personal data for marketing purposes.
- On presentation of a written, signed application, you are entitled, free of charge once a year, to obtain a **register extract** from Svenska Retursystem of the personal data we have registered on you, the purposes of the processing and which recipients the data has been provided to. You are also entitled in the register extract to obtain information regarding where the data has been collected from, if the personal data has not been collected from you, the occurrence of automated decision-making (including profiling) and the predicted period during which the data will be stored or the criteria used to determine this period. You are also entitled in the register extract to receive information on your other rights, as specified in this point “Your rights”
- You are entitled to submit **any complaints** regarding Svenska Retursystem’s processing of your personal data to the Swedish Data Protection Authority.

Automated decision-making/profiling

Svenska Retursystem does not process your personal data for automated decision-making or profiling.

Protection of your personal data

You should always feel secure providing us with your personal data. Svenska Retursystem has therefore taken the necessary measures to protect your personal data against unauthorised access, change or deletion.

Contact information

Do not hesitate to contact Svenska Retursystem if you have any questions regarding the privacy principles or the processing of your personal data, or if you would like to request a register excerpt. Svenska Retursystem's contact information can be found under "Personal data controller" above.

Updating of the privacy principles

Svenska Retursystem is entitled to change our privacy principles at any time. The company will inform you in plenty of time of any changes to the privacy principles. If you do not accept the changed conditions, you are entitled to terminate the agreement with Svenska Retursystem before the amended privacy principles comes into force.