

# Febdok Privacy Policy

## 1. Data controller

NHO Elektro through Installatørenes Service- og Opplysningskontor with organization number. 971 033 517 ("ISO", "we" or "us") will process your personal data when you visit our website for Febdok or you use the services we offer for Febdok.

We are committed to ensuring that your personal data is processed responsibly and securely, in compliance with applicable laws and regulations. Under the General Data Protection Regulation (**GDPR**), you have several right as the data subject, and you are welcome to contact us if you wish to exercise these rights or if you have any questions regarding our data processing practices.

## 2. Why and how we process your personal data?

We may process your personal data when you visit our websites for Febdok and My Page for ISO. In addition, we need to process your personal data in order to fulfill rights and obligations under the Febdok End User Agreement.

We may also process personal data in order to provide the support you request regarding the software "Febdok". Febdok is a software solution as described on our websites under febdok.no and [www.nhoelektro.no/febdok](http://www.nhoelektro.no/febdok).

In this privacy policy you will find information about the personal data we process about you in relation to Febdok.

## 3. When are we allowed to process your personal data?

In order for us to be able to process personal data, we need a *legal basis* for the processing. The various legal basis for any processing are set out in GDPR Article 6.

We must process personal data that is *necessary to fulfill an agreement* that is entered into or is to be entered into between you and us, cf. Article 6 no. 1 b). We process personal data such as name, telephone number, e-mail and company affiliation in order to fulfill the *Febdok End User Agreement* or if you contact us and need support. We have a data processing agreement with the Customer who pays a license fee to us so that End Users of the Customer can use Febdok, and we will process personal data about the Customer's contact persons to fulfill the *Febdok License and Support Agreement*.

We also have certain legal obligations according to Norwegian law that necessitate the processing of personal data. For example, we have a legal obligation to report accounting. The legal basis for processing personal data to fulfill legal obligations is GDPR Article 6 (1) (c).

If there is no other legal basis, we must have your *consent* in order to process personal data, cf. GDPR Article 6 (1) (a). This is the basis for processing personal data we collect through cookies. You can withdraw your consent at any time by using the cookie tool on our website, where previously given consent can be removed by unchecking the box for the purpose for which consent is withdrawn.

Another example is if you have consented to subscribe to our newsletter. You can withdraw this consent in the same way in which you provided it, or by emailing us as detailed in this privacy policy stating what kind of previously given consent you wish to withdraw. You can also withdraw your consent through NHO Elektro "My Page".

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#### 4 How long do we keep the personal data?

We retain information about you for as long as it is lawful and necessary to perform our duties and complete the support you need.

When we no longer need to store your information, the information will be deleted.

#### 5. Who do we disclose personal data to?

In some cases, we must disclose your personal data to third parties. This only occurs when there is a valid legal basis for the disclosure, such as an agreement, legal requirement or a court order.

For external companies that process personal data on our behalf, we establish data processing agreements. A data processing agreement is an agreement between us and an external company that mandates that the external company process personal data in accordance with the GDPR. As part of our standard Febdok License and Support Agreement with the customer that licenses Febdok, we include a data processing agreement. We do not engage any specific subcontractors to provide Febdok to our customers with end users. An overview of our data processors will appear on our website where you can also find our general privacy policy.

#### 6. What rights do you have?

When we process your personal data, you have several rights under the GDPR that we are committed to uphold.

**You have the right to access:** You have the right to know what personal data we process about you and to request access to this data. In addition, you may also request the following information about the processing: a) The purpose of the processing, b) Which categories of personal data we process, c) Who we may share the data with, d) Whether the data is transferred to a country outside the EU/EEA or to international organizations, e) How long the data is stored, f) Where we have obtained the data from, and g) Whether we use the data for automated decision-making or "profiling", and how this may be done.

**You have the right to demand correction of errors:** If you discover that we have registered personal data about you that is incorrect, you can demand that we correct this personal data. We recommend that you update your contact information yourself on My Page.

**You have the right to demand that information about you be deleted:** We delete the personal data we hold about you when it is no longer necessary for the purpose for which it was collected and we are not legally required to retain it. You can request that we delete the personal data we process about you if a) the purpose for which we collected the data has been fulfilled and we are not required to store it, b) We process the data on the basis of your consent, which you subsequently withdraw, and there is no other legal basis to retain it, c) The personal data has been processed unlawfully, d) We are required by law to delete the data, e) You object to the automated processing and we do not have compelling legitimate grounds to continue the processing that override your rights (for example, we need to retain the data to determine whether we have a legal claim against you).

**You have the right to restriction of processing:** In certain situations, you may require us to restrict the processing of your personal data. Restricting the processing means that we will securely store your data without using or further process it. This applies if a) We process your personal data unlawfully, b) You believe that the information we hold about you is incorrect. In this case, you can request that we restrict the processing while we verify this. However, in some cases, we may need to continue to process the data while we check this, c) We no longer have a legal basis to retain the data, and you believe that you may have a legal claim against us (for example, you are considering seeking compensation).

**You have the right to complain:** If you have any questions about how we process your personal data or believe we are processing your personal data incorrectly, you can contact us. If you feel that the

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information and assistance you receive from us is inadequate, you can complain to the Norwegian Data Protection Authority.

## **7. Our information**

Our postal address is Installatørenes Opplysnings- og Servicekontor, PO Box 5467 Majorstuen, 0305 Oslo, Norway. Complaints or other questions about how we process personal data in Febdok should be sent by e-mail to [febdok@nhoelektro.no](mailto:febdok@nhoelektro.no) or [support@febdok.no](mailto:support@febdok.no).

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