	Dokumenttitel Data protection policy		Dok. Nr P-006	Sida: Sida 1(3)
			Revision: 1.0	Datum: 2024-09-24

Data protection policy

Tepro Machine & Pac System cares about your privacy and is keen for you to feel safe with how we handle your personal data. Therefore, we have drawn up this Data Protection Policy based on the current General Data Protection Regulation (GDPR, May 25, 2018).

The policy clarifies how we safeguard your rights and privacy. The Data Protection Policy describes how we collect, use and store personal data. Personal data means any form of information about an identified or identifiable natural person. The personal data includes information about, for example, contact details.

We collect personal data about customers and suppliers in order to fulfil our agreements and to be able to fulfil legal obligations, such as bookkeeping and tax reporting. We do not collect more data than is necessary for the purpose and for legal compliance. We may also need your personal data to be able to offer you good service in terms of, for example, follow-up and information.

By using our digital services and purchasing our services, 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.

For you to be able to use our services, we need to store and process your personal data as described below. This policy also applies to our suppliers. We always take the utmost care for your privacy.

1 WHAT KIND OF INFORMATION IS COLLECTED?


We only process personal data when we have a legal basis, such as that it is required to fulfill obligations under agreements and laws or that you have given us consent.

Personal data is in most cases collected from our customers when ordering one or more of our services or from our suppliers when ordering one or more of your services. The personal data we collect can be divided into the following categories:

- *Identification*: This usually consists of your name and email address.
- *Contact*: Information such as e-mail, address and telephone number. This is important to, for example, offer support, send invoices or contact you with important information.
- *History*: For example, support or complaint cases, etc.

2 LEGAL BASIS FOR PROCESSING PERSONAL DATA?

All treatments are carried out based on an agreement. In order for us to be able to carry out our obligations to you as a customer/supplier and comply with applicable legislation, this is regulated in your acceptance of your order/our order.

	Dokumenttitel Data protection policy		Dok. Nr P-006	Sida: Sida 2(3)
			Revision: 1.0	Datum: 2024-09-24

3 WHAT HAPPENS WITH THE COLLECTED INFORMATION?

All data is used to deliver, administer and improve our services. The information is required for us to be able to deliver our services (for example, for billing and support) or to fulfill our obligations to suppliers. We also use this to communicate with you about important information.

4 WHO MAY WE DISCLOSE YOUR PERSONAL DATA TO?

In order to protect and safeguard the privacy of our customers or suppliers, personal data is not disclosed to external parties.

Exceptions to this are made if:

- For example, we order spare parts with direct delivery to the end customer (in the case of direct delivery, we forward the contact details to the supplier in consultation with the customer).
- A customer or supplier has breached our terms and conditions, if there is legal action or if an authority requests this based on Swedish law.

5 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.


In cases where we engage external assistance in our business, and where a third party processes personal data for which we are the data controller, e.g. in relation to financial services and auditing and other consulting services, we draw up personal data processing agreements with the supplier involved.

Your privacy is important to us. We strive to ensure in the best possible way that your personal data is handled in a secure manner. We ensure this through technical and organisational measures.

6 WHAT RIGHTS DO YOU HAVE REGARDING YOUR DATA?

As a registered person and customer/supplier with us, you have special rights regarding the personal data we hold about you. These are:

- *Information:* you can contact us at any time to get what information we have gathered. We aim to implement this without any delay.
- *Correction:* Changes to registered information are made by contacting our administration.
- *Restriction:* If you have any objections to the accuracy of the data we have registered, you can request that we restrict the processing of this data to storage only. We can then stop all other processing (which also means that we have to stop the delivery of our products) until a correction has been made or until it can be established what is correct and what is not.

	Dokumenttitel Data protection policy		Dok. Nr P-006	Sida: Sida 3(3)
			Revision: 1.0	Datum: 2024-09-24

- **Removal:** 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 continued processing.
 - You object to processing the data 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.

7 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/suppliers. If you do not want us to do this, you can turn off cookies in your webbrowser.

8 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 or customer, and for as long as it is required according to statutory storage 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 the respective purpose.

9 CHANGES IN OUR DATA PROTECTION POLICY

The content of this data protection policy may change over time. We will always keep our customers' and suppliers' 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 at regular intervals.

10 CONTACT US AND THE DATA PROTECTION AUTHORITY

If you have questions or comments regarding our data protection policy, you can contact us by e-mail 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 at <https://www.datainspektionen>.