

Privacy Policy

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1. Introduction





Data Protection laws require data controllers provide certain information to people whose information (personal data) they hold and use. This policy explains what information LundaTec collects, how we process it and assure you that we only use your information in ways you would reasonably expect.

LundaTec is committed to protecting your privacy and ensuring that your data is completely secure and processed in accordance with this policy and the applicable Data Protection laws. We reserve the right to change this policy as we deem necessary or as required by law. The updated policy shall be posted on our website immediately following any changes.

2. Data controller

LundaTec is a data controller under the General Data Protection Regulations (GDPR) and the Data Protection Act. Please contact us if you have any questions about our privacy policy or information we hold about you, our contact details are as follows:

 LundaTec AB, , Scheelevägen 15, 22363 Lund, Sweden
 +46 46 286 3030
 info@lundatec.com
 www.lundatec.com

 LundaTec UK Ltd, First Floor 12 Commerce Road, Lynch Wood, Peterborough, PE2 6LR
 +44 (0) 1733 731373
 info-uk@lundatec.com
 www.lundatec.com



LundaTec is registered with the Information Commissioner's Office, our registration number is:

ZB142517

3. Data Protection Officer

LundaTec has appointed a Data Protection Officer:

Claire Hall
Head of Quality Assurance and Regulatory Affairs & Data Protection Officer

 +44 (0) 1733 731373
 info-uk@lundatec.com

4. Role of the Data Protection Officer

This is an essential role in facilitating accountability and the organisation's ability to demonstrate compliance with the GDPR. The role provides support, advice and assurance of all our activities that involve processing personal data ensuring that it is responsibly processed, shared lawfully and people's data protection rights are respected. The role reports on compliance to our senior management teams and is empowered to raise data protection matters with our Chief Executive Officer and Board of Directors if necessary.

5. How we collect data

LundaTec collects data in the following ways:

- Data that is provided to us by you (via telephone, email, fax, website contact, social media)
- Data that is collected automatically via our website

6. Data that is collected automatically

Depending on the extent of your navigation through our website, data is automatically collected for example:

- Your IP address
- Date, times and frequency of your visit
- The way you use and interact with content
- Data collected via cookies (please see the section on [Cookies](#))

7. Data that is provided by you

To enhance your experience with us we will ask for the following information from you:

- Name and salutation
- Job title
- Department
- Company name and address
- Telephone number
- Email address

8. Who we share data with

We may share your data with the following groups of people:

- Our employees, agents and / or professional advisors for the sale and distribution of our products and services
- Other LundaTec group companies and service providers acting on behalf of LundaTec such as IT system administrators and user support services.

Some of the third parties may process your personal data outside of your country. The level of data protection in another country may not be equivalent to that in your country. LundaTec will only transfer your personal data to countries where the EU Commission has decided that they have an adequate level of data protection or we take measures to ensure that all recipients provide an adequate level of data protection.

9. Keeping data secure

We use technical and organisational measures to safeguard your data including the use of secure servers and measures to deal with any suspected breaches.

If you suspect any misuse, loss or unauthorised access to your data please let us know immediately by contacting us via info@lundatec.com or info-uk@lundatec.com

Our Customer Relationship Management system (CRM - Odoo) is a secure cloud based system which is backed up regularly. Backups are replicated across 3 different data centres. LundaTec has their own dedicated database which is not shared with other Odoo clients. Odoo cloud servers run hardened Linux distributions with up to date security patches, they are hosted in trusted data centres in various regions of the world which must all exceed physical security criteria.

10. Data retention

Unless a longer retention period is required or permitted by law, we will only hold your data on our system for the period necessary to fulfil the purposes outlined in this policy or until you request that the data be deleted.

Upon deletion the may data may remain on back up or archived media for legal, tax or regulatory purposes.

11. Your rights

You have the following rights in relation to your personal information:

- Right to access – you may request copies of the information we hold about you at any time. Usually there is no fee for this service unless you request is unfounded or excessive.
- Right to correct – you may request us to correct your data if inaccurate or incomplete
- Right to erase – you may request that we delete or remove your data from our system
- Right to restrict use – you may request that we limit the way in which we use your personal information
- Right to data portability – you may request that we move, copy or transfer your data
- Right to object – you have the right to object to our use of your data including where we use it for our legitimate purposes.

To make enquiries, exercise your rights as set out above, to make a complaint about how we have handled your data or to withdraw your consent to the use and processing of your data please contact us via email at info@lundatec.com or info-uk@lundatec.com.

You may also contact the Information Commissioner's Office in the UK directly on 0303 123 1113 or by visiting their website at www.ico.org.uk.

12. Cookies

When you visit our website we may place and access certain cookies on your computer. We use cookies to improve your experience and to improve our range of products and services. We have carefully chosen these cookies and have taken steps to ensure that your privacy is protected and respected at all times.

All cookies are used in accordance with the current UK and EU cookie laws.

Before cookies are placed on your computer you will be presented with a message bar requesting your consent to set those cookies. By giving your consent to the placing of cookies you are enabling LundaTec to provide a better experience and service to you. You may deny consent to the placing of cookies however certain features of the website may not function fully or as intended.

You can choose to enable, disable or delete existing cookies at any time. Deleting cookies may result in losing information that enables you to access websites more quickly and efficiently through personalisation settings.

The website may place the following cookies:

- Necessary – these cookies are required for the operation of our website
- Analytical / performance – these allow us to recognise and count the number of visitors and to see how many visitors move around our website. They collect statistical information rather than personal information.
- Functional – these cookies are used to recognise you when you return to our website and automatically remember your choices to improve your experience.

13. Document control

Document Name	Privacy Policy
Version number	V2
Owner / QA/RA	Claire Hall, Head of QA/RA
Reviewers	Michelle Leung, Global Operations Manager
Final approval	Lee Scowen, Chief Executive Officer
Distribution	All employees

14. Version History

Version number	Description of changes
V1	New document
V2	Updated to global policy, inclusion of LundaTec AB address and email