

## **CUSTOMER PRIVACY NOTICE**

Dated 2018-05-16

---

PERSTORP GROUP

---

## 1. INTRODUCTION

1.1 The purpose of this privacy notice is to provide information on how Perstorp Group (“we”) process your Personal Data in connection with the registration of you in our CRM-system.

1.2 We respect your privacy and duly protect the Personal Data we process about you. All processing of Personal Data is carried out in accordance with the GDPR<sup>1</sup>. The following describes how we collect, process and share your Personal Data.

## 2. WHAT PERSONAL DATA WILL BE PROCESSED?

2.1 We will collect and process the following types of personal data about you (your “Personal Data”):

- Contact information (e.g. name, email, work address and telephone number);
- Professional designation/role
- Your opinion about Perstorp as a supplier to your company as expressed in our customer surveys. These opinions may refer to our interaction during the Sales, Order/Delivery or Complaints processes

2.2 As a general rule, we will collect the Personal Data from you directly. However, we may also collect information about you through publicly accessible sources, such as your company’s website for contact purposes.

## 3. FOR WHAT PURPOSES IS PERSONAL DATA BEING PROCESSED?

3.1 We will process your personal data for the following purposes:

- (i) To contact you in your role as a customer representative;
- (ii) To provide you with customer surveys
- (iii) To analyse the feedback from the surveys in order to secure that our service provided meets your present and future requirements
- (iv) To provide you with relevant business information
- (v) To provide you with relevant marketing information

We refer to section 7 for full or partial withdrawal of the consent to process personal data

---

<sup>1</sup> Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing the Directive 95/46/EC (General Data Protection Regulation).

- 3.2 The provision of your Personal Data is necessary for us to contact you in your role as a customer representative and provide you with relevant business information, e.g. information regarding deliveries of goods. If you do not provide us with your Personal Data, we will not be able to contact you.

#### **4. WHAT ARE THE LEGAL GROUNDS FOR PROCESSING YOUR PERSONAL DATA?**

- 4.1 The processing of your Personal Data for purpose [i] to [v] in Section 3.1 above is based on our legitimate interest since we need your Personal Data in order to conduct and develop business with the customer which you represent and with regard to the limited amount of personal data processed, we have come to the conclusion that our interest of conducting such business outweigh your interest of not having your Personal Data processed in this manner.

#### **5. WHO HAS ACCESS TO YOUR PERSONAL DATA?**

- 5.1 We have implemented appropriate technical and organisational measures to protect your Personal Data against loss, unlawful access, etc. The number of persons with access to your Personal Data is limited. Only individuals associated with Perstorp Group that need to process your Personal Data in accordance with the purposes above will have access to your Personal Data.

- 5.2 We will share your Personal Data with companies within the Perstorp Group, ([https://www.perstorp.com/en/contacts/legal\\_units](https://www.perstorp.com/en/contacts/legal_units)) for the purpose of conducting our role as supplier in the optimal manner. We will also share your Personal Data with suppliers and partners that carry out services on our behalf such as our external provider for Customer Satisfaction (NPS) surveys. The reason for sharing relevant details, i.e. e-mail address and telephone number is to be able to contact you for feedback on our performance as supplier and to be able to give you timely update about improvements, new offerings and/or corrective actions taken.

- 5.3 Your Personal Data will be transferred to a country outside of EU/EEA, such as Russia, Peoples Republic of China, India, Republic of Korea, Japan, United Arab Emirates, United States, Brazil and Singapore which are locations where we have legal units ([https://www.perstorp.com/en/contacts/legal\\_units](https://www.perstorp.com/en/contacts/legal_units)). These countries may have a lower level of protection than within the EU/EEA. The transfer is based on our legitimate interests and is needed to be able for our commercial organisation to manage and coordinate our international business. When transferring Personal Data to countries outside the EU/EEA, we use standard contractual clauses approved by the European Commission to ensure a sufficient level of protection for your Personal Data. The standard contractual clauses can be found via the following link: [https://ec.europa.eu/info/strategy/justice-and-fundamental-rights/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries\\_en](https://ec.europa.eu/info/strategy/justice-and-fundamental-rights/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_en).

#### **6. FOR HOW LONG IS YOUR PERSONAL DATA STORED?**

- 6.1 Your Personal Data will only be stored as long as the purpose for which it is kept exists and as long as permitted or required under local law. This means that your Personal Data will be deleted as soon as it has been made known to us that you no longer work for the company with whom we have a business relationship or when there has been no active

contact between our two companies during a period of three years. However, your survey responses may be retained for three years after the business relation with the company you represent has ended, if allowed or required under local laws with the purpose to manage our continuous improvements with relevant details.

## **7. WHAT ARE YOUR RIGHTS?**

- 7.1 Perstorp AB, reg. no. 556024-6513, address SE-284 80 Perstorp, Sweden, and email address [privacy@perstorp.com](mailto:privacy@perstorp.com) is the controller of the processing of your Personal Data. This means that we are responsible for your Personal Data being processed correctly and in accordance with applicable laws. To contact us please use [privacy@perstorp.com](mailto:privacy@perstorp.com).
- 7.2 You are entitled to know what Personal Data we are processing regarding you, and you can request a copy of such data. You are entitled to have incorrect Personal Data regarding you corrected, and in some cases you may request that we delete your Personal Data (if, for example, the Personal Data is no longer necessary since you have quit the position at your employer). If you have given your consent to processing of your Personal data for an explicit purpose you may always withdraw your consent. If you want to withdraw your consent, you may contact us through the contact information provided in Section 7.1. You also have the right to object to certain processing of your Personal Data, and request that the processing of your Personal Data be limited. Please note that limitation or deletion of your Personal Data may result in us not being to properly fulfil certain services in our business relation unless proper alternative communication routes have been established and approved. You are entitled to request human intervention at any time, in order to not be contacted in future surveys. You are also entitled to extract your Personal Data in a machine-readable format and to transfer the Personal Data to another controller.
- 7.3 If you have questions regarding how we process Personal Data concerning you, you are most welcome to contact us at [privacy@perstorp.com](mailto:privacy@perstorp.com).
- 7.4 If you have any objections to or complaints about the way we process your Personal Data, you have the right to lodge a complaint with the relevant data protection supervisory authority.

## **8. CHANGES**

If any changes are made concerning the processing of your Personal Data, we will inform you by publishing an updated version of this privacy notice on [www.perstorp.com/privacy](http://www.perstorp.com/privacy).