

Encare Privacy Notice

We at Encare understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers, collaborators, consultants, suppliers and business contacts and will only collect and use personal data related to your role at any of these functions, in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

What Is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’. In simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

This Privacy Notice explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

What Data Do You Collect?

We may collect some or all of the following personal data (this may vary according to your professional relationship with us):

- Name
- Email address and/or IP address
- Telephone number
- Address
- Business/Organisation name
- Job title, profession
- Information about your interests in our products and services;

How Do You Collect My Data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products and/or services
- Voluntarily complete a customer survey or provide feedback via any of our communication channels, platforms and emails
- Use or view our website via your browser’s cookies
- Use of any of our web-based products and/or services

How Will You Use My Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, your company and/or organisation, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one or more of the following purposes:

- Providing and managing your / your company’s / organisation’s account.
- Supplying and maintaining our products and/or services to you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email and/or post that you have opted-in to (you may unsubscribe or opt-out at any time by contacting us).

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or text message and/or post with information, news, and offers on our products and/or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and you will always have the opportunity to opt-out.

How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data related to your role at one of the following functions; customer, consultants, suppliers and business contacts; will be kept throughout the length of any contractual obligation that is upheld between us and any of the functions and if terminated, up to 3 years thereafter unless statutory requirements stipulate a longer period.

How and Where Do You Store or Transfer My Personal Data?

We will only store your personal data in the EU. This means that it will be fully protected under the GDPR.

Encare Privacy Notice

Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to one important exception.

We may sometimes contract with the third parties to supply products and/or services to you on our behalf. These may include payment processing, delivery, and marketing. In some cases, those third parties may require access to some or all of your personal data that we hold.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

We contract with third parties (as described above), and those third parties are located within the EU. If any personal data is transferred to a third party outside of the EU, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be under the GDPR, as explained above in Part 8.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

What Are My Data Protection Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Swedish Data Protection Authority. If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Swedish Data Protection Authority.

What Are Cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For further information, please visit www.allaboutcookies.org.

How Do You Use Cookies?

We use cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What Types of Cookies Do You Use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – we use these cookies so that we can recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – we use these cookies to collection information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. We sometimes share some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.
- See further, separate information about the cookies used on our website here <https://encare.net/cookies/>.

Encare Privacy Notice

How Can You Manage My Cookies?

You can set your browser not to accept cookies, and the above referenced website provides information how you may you may remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy Policies of Other Websites

Our Encare website (www.encare.net) contains links to other websites. Our privacy notice applies only to our website, so if you click on a link to another website, you should read their privacy notice or policy.

Changes to the Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. This privacy notice was last updated on September 1, 2020.

Any changes will be made available at www.encare.net.

How Can I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: info@encare.net

Postal address: Olof Palmes gata 29, 111 22 Stockholm, Sweden