

Privacy Policy

This privacy policy ("Policy") describes how the Company (the "Controller", see below) collects and processes your (the "Data Subjects") personal data when you register for getting more information about HelloRCS (the "Service"). We process all personal data in accordance with the requirements in the EU's General Data Protection Regulation (2016/679) (GDPR).

The Policy below contains information on, among other things, the following;

- How we register your personal data (i.e. by your signing up to receive more information on the service)
- How we use your personal data (i.e. to keep you up to date on any updates on the service, and also to improve our web site and marketing efforts)
- How to contact us about your personal data

Controller

Alvlunden AB
Business ID: 556630-7517
Email address: privacy@alvlunden.se

Communication Regarding Privacy Matters

For all questions related to processing personal data and situations related to exercising your rights, data subjects should contact the controller in writing by emailing our customer service address privacy@hellorcs.se.

Basis and Purpose of Processing Personal Data

The legal basis for the processing of personal data is the consent to the processing of personal data provided by the data subject.

Consent is given by submitting the email form on [HelloRCS.com](https://hellorcs.com), or other equivalent method.

The purposes of processing personal data includes:

- To be able to keep you up to date on news about our services.
- To use data analytics to improve our website, services and marketing.

Personal Data Being Processed

The controller only collects personal data concerning the data subjects that are essential and relevant for the purposes explained in this privacy statement.

The following data concerning the data subjects are processed:

- Email address

- Technical details such as IP address

Transfers of Personal Data to Third Countries

As a rule, personal data will not be transferred outside the EU or the European Economic Area.

If this is exceptionally done (due to reasons related to data technology, for example), the controller ensures an adequate level of protection for personal data as expressly provided for in the data protection legislation. The immediate solution is that the controller draws up an agreement pursuant to the European Commission's standard contractual clauses on the processing of personal data with a processor located outside of the EU. The agreement creates the framework for high-quality data protection outside the European Union or the European Economic Area.

Retention Period for Personal Data

The controller will process the personal data for up to two years. At the end of this period, the controller will delete or anonymize the data in accordance with the deletion processes it follows.

The controller may be obliged to process some personal data belonging to the filing system for longer than stated above to comply with the legislation or authority requirements.

Rights of the Data Subject

Right to Request Access to Personal Data

The data subject has the right to receive confirmation regarding whether personal data concerning them is being processed and, if it is, the right to receive a copy of their personal data.

Right to Rectification

The data subject has the right to request that inaccurate and erroneous personal data concerning them be rectified. The data subject also has the right to supplement incomplete personal data by submitting the required additional information.

Right to Erasure

The data subject has the right to request the erasure of their personal data. This applies, for example, when the personal data is no longer needed for the purpose for which it was collected, when the personal data has been processed unlawfully, or if the data subject withdraws the consent on which the processing is based.

Right to Restriction of Processing

The data subject has the right to request the restriction of processing of their personal data if, for example, the data subject objects to the correctness of the data or believes that the processing is against the law.

Right to Withdraw Consent

The data subject has the right to withdraw the consent they have provided for the processing without affecting the lawfulness of processing based on consent before its withdrawal.

Right to Transfer Data (Data Portability)

The data subject has the right to obtain the personal data relating to them and the personal data that the data subject themselves has submitted. The personal data must be disclosed in a structured, commonly used, and machine-readable format. The data subject also has the right to transfer this data to another controller.

Right to Lodge a Complaint with a Supervisory Authority

The Swedish Authority for Privacy Protection is the national supervisory authority for personal data matters. The data subject have the right to bring your case to the supervisory authority if you consider that the processing of personal data concerning you is in violation of applicable law.