

# Privacy policy

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Describes EcoOnlines information collection and use practices.

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## General

This policy describes EcoOnline's information collection and use practices through the Safety Manager application or other interactions with Safety Manager.

As of May 25 2018, new regulations for the handling of personal data will come into force. The General Data Protection Regulation has been given the abbreviation (GDPR), and will apply throughout the EU. The main purpose is to create greater transparency around what information is stored about each individual and additionally give everyone an opportunity to get this information deleted.

This policy refers to EcoOnline. as "we," "us," or "our," and refers to the reader as "you" or "user."

## Data Protection Rights

With GDPR you will have:

- the ability to request access, rectify and restrict processing of your personal information.
- the ability to erase them where possible.
- the right to receive a copy of your personal information.
- the right to know what personal information we have about you and how it is being used.

## What Information we do collect, use and share?

To provide the applications, we need to know certain information about you. The types of information we collect depends on how you use the applications. Several categories of information are collected from you, as described below.

### A. Information provided by you

Information that you may provide to us includes, but is not limited to:

- Client Name.
- Organisation Name.
- Telephone (optional – if you wish for us to make contact via phone based on the consent provided).
- Email (used as a unique field to create individual user accounts, to enable you to reset access to your account if required and to enable us to contact you via email based on the consent you have provided).

- IP address.
- Web browser.

We are the sole owners of the information collected on this site. We only have access to collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

The decision to provide us with information is optional; however, if you elect not to provide certain information, you may not be able to access certain content or features available through our services and applications.

## B. Information that is collected automatically through 3<sup>rd</sup> party services

We might use third-party web analytics services on our applications. The information gathered through these services, helps us evaluate your use of the applications and provide you with support.

We may collect information about: (i) the computers or devices (including mobile devices) you use to access our applications; and (ii) how you use the applications. Examples of the information that we may automatically collect and analyze include, but are not limited to:

- IP Address, a.k.a. internet protocol address (your point of access to the Internet). IP address can reveal a web user's general location (city/state/country).
- Device attributes, such as browser types, browser language, and operating system;
- Usage data, such as information related to the ways in which you interact with the services, such as: web log data, referring and exit pages and URLs, platform type, the number of clicks, domain names, landing pages, pages and content viewed and the order of those pages, the amount of time spent on particular pages, the date and time you used the services, the frequency of your use of the services, error logs, and other similar information.

## C. IP Addresses and Cookies

We may collect information about your computer, including (where available) your IP address, operating system and browser type, for system administration and statistical purposes.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. On revisiting the Website our computer server will recognise the cookie, giving us information about your last visit. They

help us to improve the Website and to deliver a better and more personalised service. They enable us:

- to estimate our audience size and usage pattern;
- to store information about your preferences, and so allow us to customise the Website according to your individual interests and make your usage of the Website more enjoyable; and
- to speed up your searches.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of the Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to the website.

As we adopt new technologies, we may also gather additional information through other methods.

## D. Marketing

Unless you ask us not to, we may contact you via email in the future to tell you about new products or services, our newsletter or changes to this privacy policy.

You will receive marketing communications from us if you have requested information or purchased products from us, provided us with your details when you contacted our customer service teams, entered a competition, registered for a promotion, or accessed information from our website and, in each case, you have not opted out of receiving marketing communications.

We only want to provide you with marketing communications if you want to hear from us. If you don't want to receive such communications, you can

- click on the "unsubscribe" link at the bottom of every marketing e-mail we send you
- contact us using the contact details provided under the "How to contact us" heading below.

Once you do this, we will update your profile to ensure that you don't receive any further marketing messages.

## How we use the information we collect

In general, we use the information we collect to provide and administer the services we provide through our applications. More specifically, we might use the information we collect to:

- Provide you with the services and products you have requested
- Send you records regarding our relationship and transactions or notifications of activity through different channels, such as email or system notifications;
- Notify you about new features, products, and special events;
- Provide you with newsletters or marketing communications about our products and services as well as third party products and services we think may be of interest to you;
- Test changes and develop new features, products and services;
- Generate and review data and reports describing our user base and usage patterns;
- Analyze the accuracy, effectiveness, usability, or popularity of our applications and perform research;
- Verify your identity, deter and prevent fraud, and enforce the legal terms that govern your use of the application and services; and
- Resolve disputes and troubleshoot our applications.

## How we share information

We do not rent, sell, or share your information with third parties except as described in this policy. We may share your information with the following types of recipients and for the following purposes:

- **Other Users.** Recipients designated by you or associated with your account.
  - If you invite other users to access, use, or edit content you administrate through the services, we might make such content available to the individuals you invite.
- **Affiliates.** We may share your information with other companies under common ownership or control with EcoOnline who will process your information in a manner consistent with this policy.
- **Business Transactions.** As we develop our business, we may sell, buy, merge or partner with other companies or businesses, or sell some or all our assets. In such transactions, user information may be among the transferred assets or the assets disclosed in connection with the due diligence for any such transaction. If EcoOnline is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our websites of any change in ownership or uses of your information, as well as any choices you may have regarding your information.

- **Consent.** We may share your information in other ways and for new purposes if you have asked us to do so or have consented to such sharing. For example, we post customer testimonials on our services that may identify you if we have received your consent.

## Data retention and accessing your information

We retain personal data for no longer than is allowed under data protection law and, in any case, no longer than such personal data is necessary for the purpose for which it was processed. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure, the purposes for which we process personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

As a registered user of the Website we will retain your Identity, Contact, Profile, Technical, Usage, Marketing and Communications Data for as long as your user account is live.

If you make a request to deactivate your account, we will remove your data and provide you with notification within one month of requesting.

## Data Security

EcoOnline places a high value on protecting information transmitted via this application.

EcoOnline is committed to protecting the personal data you provide us. To prevent unauthorised access or disclosure of personal data under our control,

EcoOnline has appropriate security management systems in place to safeguard the personal data we collect. Firewalls, intrusion detection and virus scanners are used on all parts of the Website. Encryption during transmission is also used on sections of the Website where security is particularly important. While EcoOnline makes reasonable efforts to protect all personal data, no data transmission over the Internet can be guaranteed to be 100% secure. As a result we cannot ensure or warrant the security of any personal data you transmit to us, you do so at your own risk.

You acknowledge that we are not responsible for any intercepted information sent via the Internet, and you hereby waive, release and discharge us from any and all claims arising out of or related to the use of intercepted information in any unauthorised manner.”

## **Linked sites and services**

Our services may contain links to third-party websites or apps. Your use of a third-party site or app may result in the collection, processing, or sharing of information about you, depending on the site or app. We are not responsible for the content or privacy practices of other websites or services which may be linked on our services. We do not endorse or make any representations about third-party websites or services. The information you choose to provide to or that is collected by these third parties is not covered by our policy. We strongly encourage you to read such third parties' policies.

## **Updating your personal data**

It is important that the personal data we hold is accurate and current. Please keep us informed, using the Contact Us / Support section of the Website or alternatively let us know by using the contact us information below if any of your personal data changes during your relationship with us. It is your responsibility to keep your personal data up to date at all times.

## **Changes to this privacy policy**

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

## **How to contact us**

If you would like any further information or have any comments regarding our privacy policy or practices, please contact our Customer Service by any of the methods shown below:

### **Norway**

**E-mail:** [post@ecoonline.no](mailto:post@ecoonline.no)

**Phone:** +47 33 0168 00

### **Ireland**

**E-mail:** [info.en@ecoonline.com](mailto:info.en@ecoonline.com)

**Phone:** +353 61 405 455

# ECC ONLINE

## UK

**E-mail:** [info.en@ecoonline.com](mailto:info.en@ecoonline.com)

**Phone:** +44 20 8133 455

## Sweden

**E-mail:** [info.se@ecoonline.com](mailto:info.se@ecoonline.com)

**Phone:** 031 757 81 50

## Denmark

**E-mail:** [info@ecoonline.dk](mailto:info@ecoonline.dk)

**Phone:** +45 89 87 35 70

## Finland

**E-mail:** [asiakaspalvelu@ecoonline.com](mailto:asiakaspalvelu@ecoonline.com)

**Phone:** 046 7121133