

# Privacy Policy

## 1. What we collect and why

RemovAid AS controls processes (such as feedback and complaint) that can collect personal data. This data may be sensitive (e.g. health data), as defined in the European Union General Data Protection Regulation 2016/679 (GDPR). We collect this data to improve the safety and performance of our products and services. We do not sell your data and do not intend to transfer it outside EU.

**Please read carefully our Privacy Policy below. By continuing to use RemovAid's processes and services, it means that you as a data subject consent to RemovAid's Privacy Policy.**

### a. Identity & contact information

In order to communicate and reply to your inquiries, we may require your email address. We also give you the option to add a name, title and company, but we do not normally look at or access this information. We'll never sell your personal data to third parties, and we won't use your name in marketing statements without your permission either.

### b. Information related to the use of the product

When necessary and for investigation purposes, we may request more information regarding which products have been used, how they have been used and by whom.

### c. Voluntary correspondence

When you write to us with a question or to ask for help, we keep that correspondence, including the email address, so that we have a history of past correspondences to reference if you reach out in the future.

## 2. When we share your information

The only times we will share your info is when required under applicable law. If the appropriate law enforcement authorities have the necessary warrant, criminal subpoena, or court order requiring that we share data, we have to comply. And unless we're legally prevented from it, we'll always inform you when such requests are made.

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## 3. How we secure your data

Data you share with us is uploaded into our electronic Quality Management System using the Egnyte online platform. Documents are stored in n+2 (with n+3 option) RAID 6 storage across two SAS 70 compliant data centers (3 copies maintained at all time). Egnyte achieves end-to-end security with role-based delegation and the ability to set protections at every step of the collaboration workflow: user, content, device, transport and storage. Retention durations are defined in RemovAid's document procedures. RemovAid also has implemented organizational security measures internally.

For more information on our QMS security, you can contact us at [support@removaid.com](mailto:support@removaid.com).

## 4. Your rights with respect to your information

At RemovAid, we apply the same data rights to all data subjects, regardless of their location.

These rights include:

- **Right to Know.** You have the right to know what personal information is collected, used, shared or sold. We outline both the categories and specific bits of data we collect, as well as how they are used, in this privacy policy.
- **Right of Access.** This includes your right to access the personal information we gather about you, and your right to obtain information about the sharing, storage, security and processing of that information.
- **Right to Correction.** You have the right to request correction of your personal information.
- **Right to Erasure / "To be Forgotten".** This is your right to request, subject to certain limitations under applicable law, that your personal information be erased from our possession and, by extension, all of our service providers.
- **Right to Complain.** You have the right to make a complaint regarding our handling of your personal information with the appropriate supervisory authority. To identify your specific authority or find out more about this right, EU individuals should go to [https://edpb.europa.eu/about-edpb/board/members\\_en](https://edpb.europa.eu/about-edpb/board/members_en).

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- **Right to Restrict Processing.** This is your right to request restriction of how and why your personal information is used or processed, including opting out of sale of personal information. (Again: we never have and never will sell your personal data).
- **Right to Object.** You have the right, in certain situations, to object to how or why your personal information is processed.
- **Right to Portability.** You have the right to receive the personal information we have about you and the right to transmit it to another party.
- **Right to not be subject to Automated Decision-Making.** You have the right to object and prevent any decision that could have a legal, or similarly significant, effect on you from being made solely based on automated processes. This right is limited, however, if the decision is necessary for performance of any contract between you and us, it is allowed by applicable law, or is based on your explicit consent. RemovAid does not use Automated Decision-Making.

These rights can be exercised by contacting us at [support@removaid.com](mailto:support@removaid.com). You can also contact us if you have questions about exercising these rights or need assistance.

## 5. Changes and questions

We may update this policy as needed to comply with relevant regulations and reflect any new practices. Whenever we make a significant change to this policy, we will announce it at <https://www.removaid.com/>.

Have any questions, comments, or concerns about this privacy policy, your data, or your rights with respect to your information? Please get in touch by emailing us at [support@removaid.com](mailto:support@removaid.com).

N Souzy,

Data Protection Officer at RemovAid AS

Policy approved as per DCR 170