

Nordic USV AS - Privacy policy - Customer Data

Nordic USV AS (organisational number 930 919 365) is the controller for the processing of personal data that is carried out when using our services. Nordic USV processes personal data in accordance with applicable privacy law, including the GDPR and the Norwegian Personal Data Act.

This privacy policy explains how, why, and for how long Nordic USV AS (“Nordic USV”/“we”/“us”) processes personal data about our customers.

Personal data means any information relating to an identified or identifiable natural person.

If you have any questions about data protection, please contact info@nordicusv.com.

Processing of personal data by Nordic USV

Below, it is described which personal data we process in different situations, why the data is processed, when the data is deleted and what the legal basis for processing is.

Establishing and handling customer representatives user accounts

Nordic USV processes personal data in order to establish and manage customer representative user accounts. For this purpose, we process the name, address, telephone number and email addresses of customer representatives. In addition, we keep logs of activity on the platform. This includes which user accounts have downloaded files, which access the individual user account has and which user accounts have cancelled different assignments.

Through the platform you can also choose to receive newsletters and surveys through email. If you choose this option, we will also process your contact information for this purpose.

The personal data processed for these purposes are stored 12 months after the user account is deleted or becomes inactive.

Customer service requests

When you contact our customer service with an inquiry, we process your personal data. The purpose of this is replying to your inquiry. We process your name and contact information, in addition to any personal data included in your inquiry.

Your contact information and inquiry is stored for 12 months, and is then deleted.

Website visits

When you visit our websites, we collect information about your activity on the websites by using cookies. A cookie is a text file that is stored on your computer or mobile device and retrieved from there on later visits. We use cookies to improve and simplify your visit. We do not use cookies to store personal information or to provide information to third parties.

There are two types of cookies, permanent and temporary. Permanent cookies are stored as a file on your computer or mobile device for a period of up to 12 months. Temporary cookies disappear when you close the session in your browser. Nordic USV uses both temporary and permanent cookies. We only use permanent cookies to store your choice of homepage and to store your details if you check the box for "remember me" when you log in.

Using cookies will make it easier for you to navigate on our websites. We never store information that can identify you as a person.

Legal basis for processing Customer Data

Nordic USV processes Customer Data as it is necessary for the purposes of the legitimate interests pursued by Nordic USV (cf. Article 6(1) point f GDPR), i.e. providing services and support to the customer.

Data processors and disclosure of Customer Data

We disclose Customer Data to those who provide services to us as data processors, to the extent that it is necessary. By utilising the specified data processors, there is a possibility of transferring Customer Data to countries outside the EU/EEA, including the USA. Such transfers are subject to a legal basis in Chapter V GDPR, such as an adequacy decision by the EU Commission or Standard Contractual Clauses in combination with supplementary measures to ensure data protection.

Data processors and disclosure of personal data

Data processors we use for providing the service:

- Microsoft

We will also disclose personal data where there is a legal requirement, i.e. where it follows from a judgement, ruling or decision of a court or administrative authorities, or as part of a legal process.

How we secure Customer Data

We implement a number of different information security measures to ensure that your personal data are safe.

Your rights

You have the right to ask us, at any time, to:

- Provide information about how we process your personal data.
- Provide you a copy of the data we process relating to you in a structured, well-known and machine-readable format. You have the right to transfer the personal data to another data controller.
- Rectify inaccurate personal data and to have incomplete personal data completed.
- Erase personal data if one of the grounds for erasure in Article 17 are met.
- Object to processing of personal data concerning you which is based on point (e) or (f) of Article 6(1). We can no longer process personal data after you have objected to the processing, except if we demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or if it is necessary to process the personal data to exercise or defend a legal claim.
- Restrict how we use your personal data, if the conditions in Article 18 are met

You can perform your rights by contacting Nordic USV via email: info@nordicusv.com

You also have the right to complain to the data protection authority: Datatilsynet, Postboks 458 Sentrum, 0105 Oslo.

About this Privacy policy

We will update this privacy policy when necessary. Changes will be published in this document.

Last updated: 29.07.2024