

# Servi privacy policy for the website [www.servi.no](http://www.servi.no)

## 1. Introduction.

Servi does its utmost to protect your personal information. This statement explains how Servi collects personal information for use on our website. In order to offer our services, such as customer portal, we store information on our server. We do this with the utmost consideration to protect your information.

## 2. What kind of personal information do we collect?

Personal information means any information relating to you as an individual.

## 3. These are typical information we record about you.

You may, indirectly or directly provide us with information about yourself in many ways. Such as when you make a purchase on [servi.no](http://servi.no), or through direct contact, using our customer portal or other Servi services where you provide personal information. This can be:

### **Information you give us:**

Personal information and contact information - name, e-mail address, telephone number, company name, delivery address linked to your customer number.

**Payment Information** - Invoice address linked to your company. We do not store any credit card information on our server.

### **Information we collect:**

When you use our services (like when you log in to our customer portal), we can collect the following information:

- Personal information and contact information - name, e-mail address, telephone number, company name, your / your customer number at Servi.
- Information about products/services - details of the products you buy at our customer portal.
- Historical Information - Your purchase history in our customer portal
- Information about your interactions between you and Servi - how do you use our services, including website response time, download errors, entry and exit, as well as delivery confirmation when we contact you.
- Information about the device - eg. IP-address, language settings, browser settings, time zone, operating system, platform and screen resolution.
- Your geographic information/location.

The information you provide is usually required to enter into a contractual relationship with us. The rest of the information we collect is usually required for other purposes, as explained below.

#### 4. What do we do with the information?

The information are used for offer, execute and improve Servi's services. Servi processes personal information for the following purposes, based on the following legal basis:

Purpose	Legal basis ("Why is it necessary to collect the information")	Automatic Decision (Y/N)
To verify your identity, your personal and contact information	Meet our contractual obligations to you and your company	Y
To manage your relationship with you as a customer, for example, to fulfill our obligations to you as a result of any contractual relationship between you and us and to provide you with information, products and services you request.	Meet our contractual obligations to you	Y
To ensure that content is presented most effectively for you and your device.	Meet our contractual obligations to you	Y
To prevent abuse of Servi services as part of our efforts to keep our services safe and secure	Meet our contractual obligations to you in accordance with applicable laws	Y
To carry out risk analyzes, prevent fraud and risk management	Comply with applicable laws and ensure our own legitimate interests	Y

Servi may also use your information to send you periodic newsletters and other commercial information on behalf of Servi and other Servi Group divisions. You can always withdraw your consent for these purposes by contacting us or deleting your account in our customer portal.

#### 5. Do we share your information?

We may transfer or share information about you to selected third parties listed below. We take all reasonable legal, technical, and organizational considerations to ensure that your information is securely processed and adequately protected when transferred or shared with such selected third parties.

##### **Suppliers and subcontractors.**

Servi may transfer information about you to suppliers and subcontractors in order to perform our contractual obligations to you and for other purposes as described in this Privacy Policy.

##### **Authorities**

Servi may provide the necessary information to authorities such as the police, tax authorities or other authorities if we are required to do so by law or if you have consented to it. An example of statutory sharing of information is to counter money laundering and terrorist financing.

## **Divestment**

In the following situations, we may share personal information with a third party:

- If Servi sells or buys businesses or assets, personal information may be shared with the potential buyer or seller of such business or assets.
- If Servi or a substantial part of Servi's assets are purchased by a third party, personal information about Servi's customers can be provided and shared.

## **What we DO NOT do with your personal information?**

We will not sell your personal information to third parties.

## **6. Where and for how long do we store your personal information?**

We store all personal information on our own server in Norway. We always do our utmost to process personal data within the EU / EEA. However, information may in some cases be transferred to, and processed in, a non-EU / EEA site by a subcontractor. As Servi is committed to always protect your information, will Servi take all reasonable legal, technical and organizational considerations to ensure that information about you is treated securely and adequately protected compared to, and consistent with, the security level that applies within the EU / EEA.

We store personal information as long as it is necessary to fulfill our contractual obligations to you and as required by statutory storage times.

## **7. Your rights.**

The Privacy Policy gives you a number of rights related to your personal information:

### **Right to access.**

You can request a printout of the information you want to see and verify the information we have about you. It does not cost anything to get such a print.

### **Right to change.**

You have the right to correct inaccurate or incomplete information about yourself.

### **Right to deletion ("the right to be forgotten").**

You have the right to request that your personal data to be erased if the information is no longer necessary for the purpose for which it was collected. On the other hand, there may be legal obligations for Servi as a company, which prevents us from immediately deleting parts of your information. These obligations derive from accounting and tax rules, banking and money laundering laws, but also from the consumer purchase law. What we do then is to block the information we need to store so that they can't be used for any purpose other than to fulfill such legal obligations.

While this privacy statement provides much information, you can request more detailed information on how we process information. If your personal information is incorrect, you have the right to have it corrected. You can request that we limit your use of your information. You are entitled to so-called data portability and request that your personal information should be transferred to you or to another business in a structured, commonly used and machine-readable format. (Ex excell)

You can oppose our use of your information. You may also object to being subject to fully automated individual judicial decisions. If you believe that we process your personal data without legal basis, you can appeal to the Data Inspectorate. (Datatilsynet)

The Privacy Policy has extensive provisions on the above and it may apply to exemptions from certain rights. If you would like to make use of the rights, please contact the Privacy Officer who will respond to your inquiry as soon as possible - normally within 30 days

## 8. Cookie Info

We use cookies to improve your experience with us. We use cookies on our website and in our services, such as the customer portal and our checkout and payment method solutions. This statement of cookies explains how we use cookies and your choices regarding the use of cookies.

### What is a cookie?

Cookies are small text files consisting of letters and numbers. These are sent from the Servi web servers and stored on the device as described below. We use several types of cookies:

- Session cookies are temporary cookies that expire when you close your browser or app
- Persistent cookies are cookies that remain until you delete them or they expire
- First-party cookies are cookies specified by the site you visit
- Third-party cookies are cookies specified by a third-party site

### Why do we use cookies?

Cookies we use usually improve our services to you. Some of our services actually need cookies to work, others just make our services even more agile for you. In general, we categorize our cookies and their function as follows:

- **Preferential cookies** allow us to save settings, such as optional language or reminder, to pre-define your data or not. Without these types of cookies, we would not be able to customize our services according to your preferences. These cookies are necessary and are one-part part of our service of making your experience with us as smooth as possible.
- **Optimization cookies** provide analytical information about your use of our services. They allow us to continuously improve our products and as such are also necessary. Our products will not work as smoothly without these cookies.
- **Security-related cookies** keep our services and your data safe, for example, by helping us detect fraud and protect your data. Since this is an important aspect of hosting services, these cookies are required.

### Marketing cookies

Servi uses marketing cookies to customize and enhance your experience with Servi on our website, in email marketing and in third-party ads.

- **Analyzes:**  
The cookies collect information on how our visitors' user site is and gives us insights into general user patterns, rather than focusing on individual users. This information helps us improve the online experience.
- **Advertising:**  
Web advertising capsule collects information about your activities and expressions on our website so that we can show more relevant and targeted advertising to third party channels (search engines, soci

### How can you control Servi's use of cookies?

Your browser or device will usually offer settings regarding the use and scope of cookies. Please refer to your browser's or device's reference data to learn how to adjust your settings. For example, you can block all cookies, only accept first-party cookies, or delete all cookies when you exit your browser.

Please note that some of the services we offer will not work if you block or delete cookies.

## 9. Contact information

We are available for any questions you may have - use contact info below.

Data Protection Officer: Arild Høston  
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Email: [personvern@servi.no](mailto:personvern@servi.no)