
Dynamic Software

Privacy Policy

Version 20210521, Mats Carlsson

This privacy policy will help you understand how Dynamic Software may collect and use your personal information. This policy also describes your rights and how you can use your rights. You can easily contact Dynamic Software if you have any questions related to this policy.

Dynamic Software in Sweden AB is considered data Controller of your personal data.

What personal data do we process and from whom is such data collected?

The type of personal data that Dynamic Software processes about you may be:

- your contact details, such as name, address, telephone number, and email address;
- your job title, position including preferences and interests in a professional context and your company's name;
- website traffic information as provided by your web browser such as browser type, language, and the address of the referring website and other traffic information such as IP address;
- We do not track any visitor behavior such as which links you click and when on our website;
- In Dynamic Software portal we have a requirement for a userid to log on. The information stored about the user is;
 - UserId (normally mail address)
 - Mailaddress
 - Name
 - Organizational belonging
 - Phone (optional)
 - Any authorization to access only specific customers within a specific Partner.
- any other information that you provide to use when you are communicating with us.

Dynamic Software may collect personal data directly from you when you make purchases of products and services, you request support for a product or service, you create a user account or when you submit questions or comments to us.

We collect information from the user directly or from authorised staff at the users organization.

How we use the information we collect and receive

Your personal data may be saved and processed by Dynamic Software for the following purposes:

- To answer a contact request or to send you educational content, newsletters, press releases, and similar information or invitations for seminars and similar events to you. Accordingly, if you do not provide the requested personal information, Dynamic Software will not be able to respond to a contact request or to send you any newsletters or invitations and information.
- For marketing and market research, as well as basis for Dynamic Software' market and customer analyses, business and product development, and statistics
- To track changes in Dynamic Software portal in order to understand what changes is performed and by who and when.
- To allow Dynamic Software to provide, maintain, monitor, improve and develop our business and services and to personalise our services for you

Purpose and lawful basis for the processing

In accordance with Dynamic Software's own assessment, the processing is necessary for Dynamic Software's legitimate interest to enable our business and keep track of who does what and in answering a contact request, and administering information to you in accordance with your wishes to be contacted or to receive requested information, respectively.

In addition, Dynamic Software' processing of your personal data for marketing purposes, for market research, for market and customer analysis, business and product development and statistics, is based on a legitimate interest. According to Dynamic Software' assessment, the processing is necessary for Dynamic Software' legitimate interest to market its products and services, and to analyze and develop its business and operations.

Dynamic Software may also use your personal data for the purpose of compliance with applicable laws and protection of our legitimate business interests and legal rights, including but not limited to, use in connection with legal claims, compliance, regulatory, investigative purposes (including disclosure of such information in connection with legal process or litigation).

How long do we store your personal data?

In general, Dynamic Software will only retain your personal data for as long as necessary for the stated purpose, while also taking into account our need to answer queries or resolve problems and to comply with legal requirements under applicable law. This means that we may retain your personal data for a reasonable period after your last interaction with us (normally for three calendar years from your last interaction with us but if you are representing a customer of Dynamic Software, we may keep your information for the duration of the contractual relationship and to the extent permitted also after the end of that relationship for as long as necessary to perform the purpose). When the personal data that we collect is no longer required in this way, we destroy or delete it securely.

Personal data provided in connection with having a UserID in Dynamic Software portal (required to administer and control customer installations and access to Dynamic Softwares support system) is kept until Dynamic Software receives information to remove the information.

Dynamic Software have a policy that users that haven't been logged on within 12 months to our systems may be removed without further notice. Information in audit trails will still exist as long as customers/companies/installations that has been changed by the user is not removed from DS portal.

Your rights

You have the right to request a confirmation from Dynamic Software as to whether or not personal data concerning you are being processed and, where that is the case, obtain access to your personal data. You also have the right to request that Dynamic Software corrects any inaccuracies in your personal data and that Dynamic Software shall erase your personal data or restrict the processing of your personal data. You further have the right, at any time, to object to Dynamic Software' processing of your personal data if you believe that Dynamic Software has no legitimate interest in processing the personal data or to the use of your personal data for the purposes of direct marketing. You are finally entitled to lodge a complaint regarding Dynamic Software' processing of your personal data with a supervisory authority. You can contact Dynamic Software for more information about these rights.

How do we share your personal data?

Ensuring your privacy is important to Dynamic Software. We do not share your personal data with third parties except as described in this privacy policy. We may share your personal data with:

- Third-party service providers (for example to email and hosting providers and partners that are administrating webinars or websites or distributing press releases and other information on behalf of Dynamic Software and to any other third parties to the extent such disclosure is required to enable products or services to be provided to you and/or our clients);
- Business partners;
- Affiliated companies within our corporate structure; and
- As needed for legal purposes (for example to authorities in accordance with applicable laws and regulations).
- Dynamic Software may also share your personal data in connection with mergers, acquisitions or divestiture of all or parts of Dynamic Software' business, where the acquiring entity, as well as its consultants and Dynamic Software' own consultants, may obtain access to data managed by Dynamic Software.

When sharing your personal data with third parties we take appropriate technical, organisational and legal measures in accordance with applicable data protection legislation. When required by applicable law, Dynamic Software has established Data Processing Addendums with any third party with which your personal data is shared.

Export of personal data

For personal data collected within EEA, the personal data collected is generally processed within EEA. In cases where Dynamic Software exports your personal data outside the EEA, such export is based either on a decision by the EU Commission that the third country in question ensures an adequate level of protection, or on appropriate

safeguards to ensure that your rights are protected. Examples of appropriate protection measures are approved code of conduct in the recipient country, standard contract clauses, binding company internal rules, or Privacy Shield.

Specifics about emails

In cases where an email sent to or from Dynamic Software contains personal data, Dynamic Software' receipt/dispatch and further processing of such email means that we process personal data. Emails almost always contain personal data because the email address itself is usually considered as personal data. The email may also contain other information that is considered personal data. When Dynamic Software sends emails, we either do so to communicate with the recipient (e.g. to reply to an email from him/her or to ask a question), or to inform the recipient of something.

The content of incoming email/support ticket is usually unknown when the email is received by Dynamic Software. When that is the case, the personal data contained in the email is processed by Dynamic Software for the purpose of receiving and reading the email to assess if the email shall be deleted or if Dynamic Software shall take action. For emails sent from Dynamic Software, similar considerations are made in connection with the dispatch of emails/support ticket replies.

If Dynamic Software, after receipt of an incoming email, or in connection with sending an outgoing email, considers that the email should not be deleted and that further processing is necessary, Dynamic Software will on a case-by-case basis decide the legal basis, means, and period for the processing. The legal basis for the processing of emails depends among other things on the content of the email and whether Dynamic Software has any relationship with the recipient/sender.

Security

Dynamic Software takes security seriously. We take various steps to protect information you provide to us from loss, misuse, and unauthorised access or disclosure. These steps take into account the sensitivity of the information we collect, process, and store, and the current state of technology.

Changes to this privacy policy

Dynamic Software may change this policy from time to time and if we do we will post any changes on this page. If you continue to interact with us after those changes are in effect, you are agreeing to the revised policy.

Cookies

Dynamic Software only use cookies to keep sessions alive and operational for the user to operate Dynamic Software services.