

# CONFIGURA SVERIGE AB - PRIVACY NOTICE

Last Updated: 8<sup>th</sup> of May 2018

Please read this Privacy Notice before using this site.

Configura Sverige AB ("Configura") desires to protect your privacy and this Notice explains our practices regarding how we collect and use your personal data and this Notice sets forth your privacy rights in connection with your use of our site (the "Configura Web Site").

Configura strives to adhere to privacy laws and internationally accepted privacy principles established by Sweden's 1998 Personal Data Act and the EU General Data Protection Regulation, aka 2016/679 to ensure that your personal information is protected adequately. We recognize that privacy is an ongoing responsibility, and so we will from time to time update the Privacy Notice as we undertake new personal data practices or adopt new privacy procedures.

## INFORMATION WE COLLECT

Visiting our Configura Web Site does not require any form of registration. However, most of our services require you to provide us with Personal Data. We collect personal data from you when:

- when you are purchasing, downloading and/or registering Configura products
- when you are corresponding with us or engaging in certain other activities in the Configura Web Site
- you are receiving information about Configura products and services
- when you are using the Configura products, support services or Configura Web Site.

You make the decision whether to proceed or not with any activity that requests personal information. However, if you do not wish to provide the requested information, you may not be able to complete the transaction.

## General

We host several forms on our Configura web Site. It is voluntary to fill out these forms and this information is strictly used to provide the services requested. The information we collect on our Configura Web Site is: name, email address, phone number company/organization name and we may ask you if you want to receive marketing emails.

## Registration

In order to use our services you need to become a registered user of the Configura Web Site, such as MyConfigura. To create an account, you must provide us the following information: name, email address, country, password, work address, work phone, information about your job function and information about your company.

The information you provide to Configura may reveal, or allow others to identify, your nationality, ethnic origin, religion, gender, age, geography, or other aspects of your private life. By providing information to Configura for the purposes of registering and creating your user account or adding any additional details of yourself in the Configura Web Site, you are expressly and voluntarily accepting the terms and conditions of this Privacy Notice and explicitly consenting to allow Configura to process information about you. Supplying information to Configura, including any information deemed "sensitive" by applicable law, is entirely voluntary on your part. You have the right to withdraw your consent to Configura's collection and processing of your information at any time, in accordance with the terms of this Privacy Notice, by removing the information from the Configura Web Site or by closing your account.

## Technical information

To improve our services, we also collect business site information. The business site information that Configura collects include information about your computer such as the operating system, processor (CPU) model and brand, number of cores, physical memory, graphics card (GPU), and/or graphics driver version; performance information such as average memory load, average program startup time, number of crashes; and/or network speed user usage such as how many hours any Configura products have been running on the computer, the number of opened and saved drawings, how often different program features are being utilized, etc.

If you request technical support online, Configura may also ask you for additional information necessary to complete the transaction such as the information about your computer hardware, software, and the nature of the problem you are experiencing.

## Analytics

We use Google Analytics and Cookies to improve our services, user experience and analyze how the website is used. Aside from the approximate location (IP address), the information collected by Google Analytics is anonymous traffic including browser information, device information, clickstream and language preferences. We do not collect additional information such as your age, gender, interests. The collected information is used to provide an overview of how people are accessing and using the Configura Web Site. It is not used for any additional purpose, such as to profile those who access our website.

## Cookies

To make this site work properly, we sometimes place small data files called cookies on your device. Most big websites do this too. The cookies will not be used for any purpose other than the ones stated below.

## What's a cookie?

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences over a period of time (such

as login, language, font size and other display preferences), so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

#### **Why does Configura use cookies?**

Configura uses cookies to improve the quality of its service by storing user preferences and tracking user trends, such as how people search and navigate the Configura Web Site. Most browsers are initially set up to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some Configura features and services may not function properly if your cookies are disabled. Three kinds of Cookies are being used, session, permanent and third-party. The Configura Marketing Department and Web Team have access to the cookie-related information.

You can control and/or delete cookies as you wish – for details, see [allaboutcookies.org](http://allaboutcookies.org). You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed.

#### **Web beacons**

Configura Web Site may contain electronic images known as web beacons, also known as clear GIFs or single-pixel GIFs which are small image files that allows Configura to accurately count the number of unique users who have visited a specific page on the Configura Web Site and the number of times those pages are displayed.

Third party service providers may use these web beacons to place a cookie on your computer. This allows the third party service provider to recognize your computer each time you visit certain pages or emails and compile anonymous information in relation to those page views. Configura prohibits web beacons from being used to collect or access your personal information.

#### **USE OF PERSONAL DATA**

Configura will use the personal data and business site information that it collects from you to:

- operate the Configura Web Site
- provide the service(s) or carry out the transaction(s) you have requested or authorized
- improve performance of the Configura products, Configura Web Site, and to understand how these programs are used so that your experience can be improved.

Configura may also use your personal data to provide you with important information about the Configura product or service that you are using, including updates and notifications.

#### **SHARING DATA WITH THIRD PARTIES**

Configura may use other companies to provide certain services on its behalf. This may include services such as web site hosting, packaging,

mailing, handling order processing, billing, and/or other types of services. Configura will only provide personal data that is necessary or required for the recipient company to provide the service. At all times, the recipient company is required to maintain the security and confidentiality of the personal data and is strictly prohibited from using that information for any other purpose. All recipient companies that provide a service for Configura that includes processing of personal data has signed a sub data processors agreement.

#### **NOTICE**

Configura informs you what personal data we collect, how we use the personal data, whether it may be temporarily transferred to others to provide the products or services requested and how to contact Configura with privacy inquiries via links to Configura's Privacy Notice on its Configura Web Site, and in e-mails, where applicable.

#### **MARKETING COMMUNICATION**

Configura offers customers and individuals who provide us information choices about receiving further communications from us; for example, our e-mail newsletters are sent only to those who have expressly asked to receive them, and the newsletters have a link to use to opt out of receiving future messages. Configura may ask individuals if they wish to participate in market research, and then contact them if they give us their permission. Configura does not contact customers or individuals for marketing purposes for those persons who have contacted Configura directly to opt out of our direct marketing programs.

#### **DATA SUBJECT RIGHTS**

You can always access the personal data information we have on you through your account to review, update or delete it. You have the right to request a copy of all the data we have on you. You can do this by contacting Configura's webmaster at [webmaster@configura.com](mailto:webmaster@configura.com). We will make sure to provide you with a copy of the data we process about you. In order to comply with your request, we may ask you to verify your identity.

We will fulfill your request by sending your copy of your personal data electronically, when technically feasible, unless the request expressly specifies a different method free of charge once per year. For any subsequent access request, we may charge you with a reasonable administrative fee when a request is manifestly unfounded or excessive, particularly if it is repetitive.

If you believe that the information we have about you is incorrect, you are welcome to update it on your MyConfigura account or contact us so we can update it and keep your data accurate.

You also have the right to be forgotten, meaning that you have the right to have all your data removed, subject to certain exceptions.

## **STORAGE AND PROCESSING**

Configura may store and process the personal data that it collects in Sweden or any other country in which Configura or its affiliates, subsidiaries or agents maintain facilities with adequate levels of data protection in place. Configura may transfer personal data to Configura databases in countries other than where it was provided. Configura's privacy program requires the same high level of security and protection of personal data in all geographies with procedures and contracts in place to help ensure this is so.

Data may be temporarily transferred to a vendor or business partner to provide services for Configura, such as mailing information or processing credit card transactions. These vendors and business partners are required to protect and manage the personal data to the same high standards Configura uses, and they cannot use the personal data for purposes other than to provide the services Configura has requested.

Configura may disclose or transfer your personal information if required to do so by law or in the good faith belief that such action is necessary to: (a) satisfy an applicable law, regulation, legal process or enforceable governmental request; (b) enforce applicable Configura's Terms of Use, License or Service Agreements and/or protect and defend the rights or property of Configura; (c) detect, prevent, or otherwise address fraud, security or technical issues; (d) to protect against imminent harm to rights, property or safety of Configura, its employees, agents, and/or users, or members of the public at large as required or permitted by law.

For more information on where and how long your personal data is stored, and for more information on your rights of erasure and portability, please contact the Configura at [websiteterms@configura.com](mailto:websiteterms@configura.com).

## **HOW WE PROTECT YOUR INFORMATION**

Configura protects personal data under its control by industry standard physical, technical, and administrative security practices and measures, in order to prevent loss, misuse, unauthorized access, disclosure, loss, alteration, or destruction. Configura limits access to personal information to those who have a business need. In addition, we train our employees about the importance of confidentiality and maintaining the privacy and security of your information. We commit to taking appropriate disciplinary measures to enforce our employees' privacy responsibilities.

Additionally, when Configura transmits sensitive personal data (such as a credit card number) over the Internet, Configura protects it through the use of encryption, such as the Secure Socket Layer (SSL) encryption. Configura shall use its best efforts to quickly work to remedy any vulnerabilities found in our software and to alert our customers about any potentially dangerous vulnerabilities. If you have questions about Configura's commitment to security or concerns about a security issue in one of our

products or sites, please contact Configura at [support@configura.com](mailto:support@configura.com).

## **DATA RETENTION TIME**

Configura keeps your personal data for the duration of your relationship with us, though in some cases, legal or regulatory reasons require that personal data not be deleted. For example, according to Swedish law, we are required to keep billing information for 7 years.

## **CHILDREN AND MINORS**

Children are not eligible to use the Configura Web Site and/or Configura's products and services and we ask that minors (under the age of 18) do not submit any personal data to us or use the Configura Web Site. As a result, Configura does not knowingly solicit personal data information from or market to anyone under the age of majority nor intentionally collect personal information from children under the age of 13. Should Configura receive personal data from a child under the age of 13, Configura shall comply with the applicable children's privacy laws and regulations. If you believe that Configura has received personal data from a child or other person protected under such laws, please contact us Configura immediately at Configura Sverige AB, Storgatan 13, Box 306, SE-581 02 Linköping, Sweden or via e-mail at [webmaster@configura.com](mailto:webmaster@configura.com).

## **ENFORCEMENTS AND DISPUTES**

Configura reviews its compliance with this Privacy Notice. Please feel free to direct any questions or concerns regarding this Notice or Configura's treatment of personal information by writing to us at Configura Sverige AB, Storgatan 13 Box 306, SE-581 02 Linköping, Sweden or via e-mail at [websiteterms@configura.com](mailto:websiteterms@configura.com).

If Configura receives question or complaints at this address, it is Configura's practice to contact the complaining user regarding his or her concerns. Configura will cooperate with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between Configura and an individual.

## **NO ERROR FREE PERFORMANCE**

Configura does not guarantee error-free performance under this Privacy Notice and shall not be liable, under any circumstances, for any incidental, indirect, special, consequential or punitive damages relating to this Privacy Notice. This Privacy Notice shall be governed by the laws of Sweden. For a complete review of Configura's Legal Terms & Conditions, please also read the "Terms of Use" and "Legal Terms & Conditions" on the Configura Web Site.

## **UPDATES OR CHANGES TO THE PRIVACY NOTICE**

Please note that Configura reserves the right to change these terms and conditions at any time, at its sole discretion, without notice. When Configura does update or change this Privacy Notice, Configura will also revise the "Last Updated" date at the top of the Privacy Notice. Configura suggests that you routinely review this Privacy Notice so that you remain aware of how the personal information that Configura collects is being used. Your continued use of the service constitutes your agreement to this Privacy Notice and any updates.

## **CONTACT INFORMATION**

If you have any questions or comments regarding the Privacy Notice contained in this document or use of the personal information, please contact Configura via the mailing address provided below and Configura will make every reasonable effort to address all of your questions or concerns, comply with this Privacy Notice, and take prompt corrective action when Configura learns of any failure to comply with this Privacy Notice.

Configura Privacy Notice

Configura Sverige AB  
Storgatan 13  
Box 306  
SE-581 02 Linköping  
Sweden

## **CONTACT WEBSITE**

For any information regarding the Privacy Notice, please contact [websiteterms@configura.com](mailto:websiteterms@configura.com)

For any information regarding this Website, please contact [webmaster@configura.com](mailto:webmaster@configura.com)