

Privacy Policy

1. General information

This privacy and marketing policy ("Privacy Policy") describes how Dafo Vehicle AB, org. no. 559202-1595, Box 2083, 135 02 Tyresö, Sweden, e-mail: info@Dafo-vehicle.com ("Dafo Vehicle", "we") collects, uses, and stores personal data.

1.1 The Privacy Policy applies when Dafo Vehicle provides services and products in connection with ordering, purchasing, service matters, support matters and other contact with Dafo Vehicle, such as visits to the website.

1.2 The purpose of this Privacy Policy is to show how we ensure that personal data is processed in accordance with applicable personal data legislation (General Data Protection Regulation).

2. Data controller

Dafo Vehicle is the data controller for Dafo Vehicle's processing of your personal data and is responsible for ensuring that such processing takes place in accordance with applicable law.

3. When do we process your personal data?

3.1 In order for you to purchase our goods and services or contact us for service, support, or information, we must collect and process personal data about you.

3.2 Dafo Vehicle collects and processes personal data about you when you order or make purchases with Dafo Vehicle, use Dafo Vehicle support and service, visit the Dafo Vehicle's websites or an event organised by Dafo Vehicle or when you otherwise have contact with Dafo Vehicle. The information collected from you during bookings and purchases is required for you to enter into an agreement with Dafo Vehicle and for Dafo Vehicle to provide its services and special offers to you.

4. Which personal data do we process about you?

4.1 For Dafo Vehicle customers

The personal data Dafo Vehicle collects and processes about you as a customer who submits orders, makes purchases, and uses our support and services are:

- Name
- Identification number

- Address
- Telephone number
- Email address
- Payment details
- Customer number

5. Why do we process data about you?

5.1 For Dafo Vehicle customers

Dafo Vehicle processes your personal data for various purposes. Mainly, Dafo Vehicle processes your personal data for:

- Fulfilling our obligations to you as a customer, such as filling ordering, purchases, service, and support as well as invoicing.
- Enabling general customer care and customer service, such as to answer questions and correct incorrect data.
- Providing information and targeting marketing, by post, email, SMS/MMS, and phone regarding Dafo Vehicle.
- Managing customer relation and providing our services.
- Providing you with relevant information and tailored offers in newsletters.
- Assessing which payment methods we can offer you, for example through credit checks.
- Preventing fraud and performing risk management.
- Complying with applicable legislation, such as accounting and tax legislation.

The data can also form the basis for market and customer analyses, market research, statistics, business follow-up and business development related to the purchase of goods and services.

6. The legal grounds for our processing of your personal data

6.1 Dafo Vehicle bases the processing of your personal data on several legal grounds. These are described below in this section.

6.2 We process your personal data in order to fulfil the agreement with you as a customer, such as to execute orders and purchases regarding goods, services, service and support.

6.3 Part of the processing of personal data that we carry out is based on a so-called balancing of interests. This applies, for example, to the processing we carry out in order to be able to send you special offers about our goods and services and to conduct a limited segmentation of customers, e.g., based on total purchase amounts. Dafo Vehicle does not process sensitive personal data on the basis of a balancing of interests and does not carry out any processing that constitutes profiling on the basis of a balance of interests.

6.4 In some cases, Dafo Vehicle may have a legal obligation to process your personal data. This applies, for example, to the processing of personal data that we carry out in order to comply with accounting and tax legislation.

7. Compilation of our personal data processing

Purpose	Legal grounds	Type of personal data	Storage period
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To be able to handle orders/purchases and administer and deliver our goods and services	Fulfilment of purchase agreements (terms of sale)		
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- Name
- Address
- Telephone number
- Email address
- Identification number
- Payment details
- Customer number 36 months after you were last active with Dafo Vehicle, for example by purchasing goods and services with us or being in contact with our customer service department

To ensure compliance with legal requirements, such as accounting and tax legislation	Legal obligation		
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- Name
- Address
- Telephone number
- Email address
- Identification number
- Payment details
- Customer number As long as we are required to store the data under applicable law

To market Dafo Vehicle and our partners or group companies' goods and services by post, email, telephone and SMS/MMS Balancing of interests

- Name
- Address
- Telephone number
- Email address
- Identification number 36 months after you were last active with Dafo Vehicle, for example by purchasing goods and services with us or being in contact with our customer service department

To administer your account holdings/customer number and enable targeted communication via mail, email, phone or SMS/MMS. See which of our newsletters you have interacted with and which of our events you have signed up for. Information about your purchases Fulfilment of account/customer number agreements (terms of sale)

- Name
- Address
- Telephone number
- Email address
- Identification number
- Payment details
- Customer number As long as you have an account/customer number with Dafo Vehicle

8. Profiling

8.1 Dafo Vehicle can process your personal data by profiling if you have an account/customer number. If you have an account/customer number, Dafo Vehicle can analyse which of our goods, services and special offers you have been interested in, which of our newsletters you have interacted with and which of our events you have signed up for, information about your purchases to provide you with special offers that we think are right for you and to invite you to events we think you would like to attend.

8.2 You can object to the processing of personal data at any time through profiling. You do this by calling Dafo Vehicle customer service or by contacting info@Dafo-Vehicle.com. Once Dafo Vehicle has received your objection, Dafo Vehicle will cease processing of your personal data for this purpose.

9. How long do we keep data about you?

9.1 Your personal data is only stored as long as there is a need to save it in order to fulfil the purposes for which the data was collected in accordance with this Privacy Policy. Dafo Vehicle may save the data for longer periods if necessary to comply with legal requirements or to protect Dafo Vehicle's legal interests, e.g. if a legal process is pending. See summary in paragraph 7.

10. Who may we share your personal data with?

10.1 Personal data processors. Where this is necessary for us to be able to offer our services, we share your personal data with companies that serve as so-called personal data processors for us. A data processor is a company that processes the information on our behalf and according to our instructions.

When your personal data is shared with personal data processors, it is only for purposes that are consistent with the purposes for which we have collected the information (for example, to be able to fulfil our commitments regarding purchases, ordering, service and support).

10.2 Companies that are independently responsible for personal data. We also share your personal data with certain companies that are independently responsible for personal data. The fact that the company is an independent data controller means that it is not we who control how the information provided to the company is to be processed. Independent data controllers with whom we share your personal data are:

1. State authorities (police, tax authorities or other authorities) if we are obliged to do so by law or in case of suspicion of a crime.
2. Companies providing general transport of goods (logistics companies and freight forwarders).

When your personal data is shared with a company that is independently responsible for personal data, the company's privacy policy and personal data management applies.

11. Changes to privacy policy

11.1 Dafo Vehicle has the right to change the Privacy Policy at any time. Dafo Vehicle will notify you with a reasonable period notice of any changes to the Privacy Policy. If you do not accept the changes, you have the right to terminate the agreement with Dafo Vehicle before the amended Privacy Policy enters into force. You terminate the agreement by contacting Dafo Vehicle.

12. Protection of your personal data

Dafo Vehicle has taken the necessary security measures to protect your personal data against improper access, alteration and deletion. For example, information about customers and account holders is stored in a database that is protected by permission control and a firewall.

13. Your rights

13.1 Dafo Vehicle is responsible for ensuring that your personal data is processed in accordance with applicable legislation.

13.2 Dafo Vehicle will, at your request or on its own initiative, correct, de-identify, delete or supplement data that is found to be inaccurate, incomplete or misleading.

13.3 You have the right to request:

1. Access to your personal data. This means that you have the right to request a register extract of the processing we carry out regarding your personal data. You also have the right to receive a copy of the personal data processed. You have the right to receive, once per calendar year, through written application, a register extract free of charge on which personal data is registered about you, the purposes of the processing and to which recipients the data has been or is to be disclosed. You also have the right to receive information in the register extract about where the data has been retrieved from if the personal data has not been collected from you and the anticipated period during which the data will be stored or the criteria used to determine this period.

2. Correction of your personal data. At your request, we will correct as quickly as possible the incorrect or incomplete data we process about you.

3. Deletion of your personal data. This means that you have the right to request that your personal data be deleted if it is no longer necessary for the purpose for which it was collected. However, there may be legal requirements for us not immediately deleting your personal data in, for example, accounting and tax legislation. We will then end the processing for purposes other than compliance with the legislation.

4. Limitation of processing. This means that your personal data is marked so that it can only be processed for certain defined purposes. You may, among other things, request limitation when you believe that your data is incorrect and you have requested correction under section 13.3.2.

13.4 You have the right to data portability. This means a right to obtain and transfer your personal data under certain conditions in a structured, widely used and machine-readable format.

13.5 You have the right to object to personal data processing carried out on the basis of a balance of interests. If you object to such processing, we will only continue the processing if there are legitimate reasons for the processing that outweigh your interests.

13.6 If you do not want us to process your personal data for direct marketing purposes, you always have the right to object to such processing by sending an email to info@dafo-vehicle.com. Once we have received your objection, we will cease processing the personal data for such marketing purposes.

13.7 You have the right to lodge any complaints regarding the processing of your personal data with the Swedish Authority for Privacy Protection.

14. Cookies

When you visit our website, we use cookies.

What are cookies and how do they work?

For example, a cookie is a small text file that the website you visit requests to save to your computer. Cookies are used on many websites to give a visitor access to various functions. The information in the cookie is possible to use to follow a user's browsing.

There are two types of cookies. One type saves a file for a longer time on your computer. For example, it is used for functions that inform of what is new since the user last visited the current site. The second type of cookies are called session cookies. While you are browsing a page, this cookie is temporarily stored in your computer's memory, for example to keep track of which language you have chosen. Session cookies are not stored for a longer time on your computer, but disappear when you close your browser. (Source: Swedish Post and Telecom Authority, <http://www.pts.se/>)

What does Dafo Vehicle use cookies for?

Dafo Vehicle uses only one type of cookie as set out below.

Session cookies

Dafo Vehicle uses session cookies only. A session cookie survives as long as your browser is open. If you open a new session, a new session cookie is created.

You can fully use our website even if you only accept session cookies in your browser. In the cookies we use, no personal information is stored. Information related to which pages you visit is not saved either.

15. Contact details

15.1 Contact us if you have any questions about this Privacy Policy, the processing of your personal data or if you would like to request a register extract.