

Privacy Policy

SKUGGA Technology AB, corporate identity number 559058-7829 , (hereinafter referred to as “we” or “us”) is the personal data controller for the personal data that is processed and collected by us. As the controller responsible for personal data, we are responsible for the processing of your data and how and for what purposes the processing is done.

1. What type of data we process

We collect and process information that is related to you, which includes name, company, telephone number, e-mail address, and how you navigate on our website. We also collect and process images, films and sounds from completed projects, seminars, workshops and meetings where you as a person can be identified.

We also process the personal information that you provide to us in connection with you contacting us by phone, e-mail, via our channels on social media or via the forms on our website. We save this information to be able to contact you and answer your questions.

SKUGGAs website uses the tools Google Analytics to analyze user behavior on the website. We use the information to see, for example, the number of visitors, how these visitors have found us and to understand which content is most relevant to the visitors. The information contains, among other things, geographical location data, which browser you use as well as the operating system and how you navigate the pages. Google also stores IP addresses, but this information is anonymized. Google Analytics also uses cookies for measurement and analysis.

2. How we use data

In order for us to be allowed to process personal data, the processing must be based on a legal basis in accordance with current privacy legislation. This means that the processing must be done based on one of the following reasons: the processing is necessary (i) for us to be able to fulfill an agreement with you or (ii) for us to be able to fulfill a legal obligation, (iii) you have agreed to the treatment, or (iv) after a balance of interests. We only handle personal data that is relevant and sufficient for us to be able to fulfill the purpose for which the data needs to be processed.

Below you will find examples of purposes for which we process personal data and what the legal basis is for such processing.

To follow laws

We process data to fulfill our legal obligations, for example to comply with injunctions that we receive from the court. The legal basis for the treatment is then a legal obligation.

To deliver services

We process data in order to be able to deliver the services that you have ordered from us. We also process data to be able to charge for the services we have agreed on, to handle invoices and payments, to handle complaints and grievances and for handling other incidents. The legal basis for the processing of data under this paragraph is the performance of contracts.

To ensure quality, develop and communicate about our services.

We process data to communicate with you about the services we deliver, for example when you contact us for information, make inquiries or provide feedback about our services. Based on your use, we may give you recommendations on how you can use such a service, for example to get a better customer experience or learn about new features. We also process data to be able to give you a better customer experience when you contact us.

We also use photos and video to document our work. We may publish this material on our website and in our channels on social media in order to emphasize the quality of the work performed. We analyze personal data in order to improve our business, our existing services and to develop new services. We do such treatment by compiling statistics on the use of services. The legal basis for processing customer data for this purpose is then a balance of interests. This means that we believe that our interests in processing your personal data for the purposes above outweigh the invasion of privacy to which you are exposed as a result of the processing.

3. Who we share data with

To subcontractors who perform services on our behalf

We may share your data with third parties, such as subcontractors, who perform services on our behalf. We are then still responsible for the processing of your personal data that we or subcontractors perform on our behalf. Such subcontractors may not use the data for purposes other than those we specify. The sharing of your information is then done in order to fulfill the agreement between us.

Authorities

We are sometimes, based on a law or authority decision, obliged to disclose such information that follows from the decision to authorities, for example to the police or the Privacy Protection Authority (formerly the Data Inspectorate). The legal basis for this treatment is the fulfillment of a legal obligation.

4. How long we save data

We will process your personal data for as long as is necessary with regard to the purpose of the processing. This means that different data will be saved for different lengths of time. We must save certain information for a certain period of time in order to comply with applicable legislation or to comply with agreements entered into. As long as you are a customer with us, we save your customer information. In cases where there are legal requirements to save data for a longer period of time, we follow such laws. The Accounting Act is an example of legislation that states that documentation must be saved for a certain longer period of time. We save customer information for, among other things, invoicing purposes. When the data has served its purpose and is no longer needed, it will be deleted from our systems.

5. Your rights

The new data protection legislation (GDPR), which entered into force on 25 May 2018, aims, among other things, to strengthen the individual's right to their data. Therefore, you have the right to know what we do with your data, for what purposes we process your data, how long we store them and who takes part in the data. Below you will find a review of what rights you have with regard to our processing of your personal data, and how you can contact us to find out more about how we process your data.

Data protection officer and supervisory authority

We have appointed a data protection officer, DPO, who works to ensure that our personal data processing is carried out in a legal manner. If you have questions about our processing of personal data, want any incorrect information corrected, want to have certain information deleted or have complaints about the processing, you are welcome to contact our data protection representative via email to privacy@skugga.com

The Swedish Authority for Privacy Protection - IMY (f.d. Datainspektionen) is the Swedish supervisory authority for the processing of personal data. If you are dissatisfied with our processing of your personal data, you can contact the The Swedish Authority for Privacy Protection, whose contact information can be found here, <https://www.imy.se/en/>.

Right to register extract

You should be able to know which of your personal data we process. Therefore, you have the right to receive a copy of all personal data that we process about you free of charge once a year. You also have the right to request correction or deletion of personal data and to request limitation of the personal data processing that concerns you. To receive a register extract, you must clearly state what information you want to receive. We must respond to your request without undue delay, within one month at the latest. If for any reason we are unable to fully respond to your request, we will justify why and we will also inform you of how long we need to respond to your request.

Right to rectification

If any of the data we process is incorrect or if more data needs to be processed with regard to the purpose for which we process data, you have the right to have such incorrect data corrected or to supplement with such additional data as may be needed for the processing. Once we have corrected your data, we will contact the parties to whom we have disclosed your data and inform them of any corrections that have been made, provided that it does not constitute an overburdening effort for us or if for any reason be impossible. We will also, if you request it, contact you and tell you to whom the correction has been handed out.

Right to delete

You also have the right in some cases to have your data that we process deleted. In that case, contact the data protection officer via the email address privacy@skugga.com

Right to restriction

You also have the right to in some cases have the treatment we do limited. Restriction means that the data is marked so that in the future it may only be processed for certain limited purposes. The right to limitation applies, among other things, when you believe that the data is incorrect and you have requested correction. In such cases, you can also request that the processing of the data be restricted while we investigate whether the data is correct or not. When the restriction expires, we will inform you of this.

Right to data portability

You also have the right to so-called data portability for the data you have given us in cases where we process based on your consent or when we process data to fulfill an agreement with you. This means that you have the right to obtain the data that you have given us and that we process about you in a certain format and that you have the right to transfer this to another personal data controller. The right to portability only applies to the data we have processed automatically. This means that data that is only processed in paper files is therefore not covered by the right to data portability.

If you wish to exercise any of your rights as above, please contact our data protection officer via the email address privacy@skugga.com

6. Withdrawal of consent

We base some of the processing we do on your personal data on the basis that you have approved that processing, a so-called consent. You give your consent, for example, when you contact us via the website's form.

You have the right to withdraw at any time a consent that you have given us for a certain processing of your personal data. To revoke your already given consent, you must contact us via privacy@skugga.com. You should note that we also perform processing on other legal grounds than consent. We will therefore continue to perform certain processing of your personal data even if you withdraw consent.

7. Contact information

Personal data manager

privacy@skugga.com

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