

PRIVACY POLICY

Surikat cares about your privacy. In our Privacy Policy, we inform you about how we process your personal data and what rights you have in relation to our processing of your personal data.

If you have any questions regarding our processing of your personal data or if you wish to assert any of your rights, you are welcome to contact us. Our contact information can be found [here](#).

In short: How we process your personal data

- [If your company uses our services](#), we process your personal data to enable your company to use our service and provide support.
- [If you represent a potential customer, supplier or partner](#), we process your personal data to market our services towards the company you represent.
- [If you represent a customer, supplier or partner](#), we process your personal data to enter into agreements and administrate our relationship.
- [If you or your company have questions and queries](#), we process your personal data to handle such matter and defend ourselves against complaints.
- [If you interact with us without having a business relationship](#), e.g. through our social media channels, we process your personal data to communicate with you and answer your questions.
- [If you have stated that you do not wish to receive marketing from us](#), we store information about you in order to avoid sending you any further marketing material.

Your rights, in short:

- ✓ [The right to lodge a complaint with a supervisory authority](#),
- ✓ [The right to access](#),
- ✓ [The right to object](#),
- ✓ [The right to erasure](#),
- ✓ [The right to rectification](#), and
- ✓ [The right to restriction of processing](#).

In some cases your personal data can be transferred outside the EU/EEA by our partners and suppliers, which may entail that you have a more limited protection for your personal data once it has been transferred outside the EU/EEA. We describe this more in detail [below](#).

You can access a more detailed description regarding the specific processing of your personal data and your rights by clicking on the links above. Depending on the relationship we have with you, we process your personal data for all or only some of the above stated purposes.

PRIVACY POLICY — DETAILED VERSION

We at Surikat care about your privacy and want you to feel safe when we process your personal data. In this Privacy Policy we want to provide information about how we process personal data. Depending on your relation to us and why you are in contact with us, we describe this in different sections. Click on the headings below that pertains to your purpose and you will be moved to the relevant paragraph.

- [Use our services](#)
- [Represent a potential customer, supplier or partner](#)
- [Represent a customer, supplier or partner](#)
- [Questions and queries](#)
- [Interact with us without having a business relationship, e.g. through our social media channels](#)
- [Object to marketing](#)

When we refer to “your company” in this Privacy Policy, we refer to your employer or the organisation or public body that you represent. We will only process personal data about you in your business role, except in situations when you apply for a job at Surikat. In such cases we describe how we process your personal data in our [privacy policy in relation to recruitment](#).

In this Privacy Policy we also describe your [rights](#) in relation to our processing of your personal data, to whom and why we share your personal data including where it is being processed.

If you have any questions regarding our processing of your personal data or if you wish to exercise any of your rights, you are welcome to contact us at our [contact details](#) set out below in this Privacy Policy.

Surikat is responsible for processing of your personal data

Surikat AB, organisation number 556633-0840 and postal address Lilla Bommen 1, 411 04 Göteborg, Sweden, is responsible for the processing of your personal data.

Should you have any questions regarding our processing of your personal data, or if you wish to exercise any of your rights under data protection legislation, please contact us via our e-mail address gdpr@surikat.se or phone +46 31 722 88 00.

In some cases, your personal data can be processed within our services. It is however the company you represent that is responsible (controller) for processing of such personal data.

Your rights

[Below you find a detailed description of your rights and how to exercise them.](#) In summary you have the following rights:

- the [right to lodge a complaint](#) with a supervisory authority,

- the [right to access](#) what personal data we process about you,
- the [right to rectification](#) of any personal data that is inaccurate,
- the [right to erasure](#) of the personal data we process,
- the [right to restrict](#) our processing, and
- the [right to object](#) to our processing of your personal data.

Below you can read more about:

By pressing the selected heading, you will be moved to relevant paragraph

- Who can gain access to your personal data and why?
- Where is your personal data processed?
- What are your rights when we process your personal data?
- Balancing of interests' assessments when processing personal data based on the legal basis "legitimate interests"
- Detailed description of how we are processing your personal data

Who can gain access to your personal data and why?

Your personal data is initially collected and processed by us and we do not sell your personal data. This means that your personal data will be handled by our employees, but only by the personnel in need of such access to conduct their work.

To conduct our business, we need to work with partners such as IT-suppliers which therefore will process your personal data. We are responsible for any sharing of your personal data to such partners and to ensure that your personal data is safe when shared with third parties, as set out below.

We will share your personal data with the following recipients:

- We will share your personal data with our **IT partners** who will process these on our behalf and follow our instructions to ensure good and secure IT operations. We only share your personal data with our IT partners if it is necessary for them to fulfil their obligations towards us according to our agreement with them.
- If you interact with us on or visit our **social media** channels, such as LinkedIn and Facebook, the social media platform that you use will process personal data about you as a user.

If you have any questions regarding how we share your personal data or want to know more about who we share your personal data with, please feel free to [contact us](#).

Where is your personal data processed?

Your personal data will in most cases be processed outside of the EU/EEA if the suppliers we use are based outside of the EU/EEA. Your personal data will be transferred outside the EU/EEA in the following cases:

- To our IT-suppliers that in some cases are based outside of the EU/EEA, e.g. the US. However, we and our suppliers have tried to protect your personal data and reduce the risk of it being transferred outside the EU/EEA by only storing your personal data on the IT-supplier's servers within the EU/EEA, when possible.
- If you visit and communicate with us on our social media channels at LinkedIn and Facebook your personal data will be transferred outside the EU/EEA by such platforms.

In the above situations our suppliers rely on Standard Contractual Clauses (article 46.2 c) module 1 and module 2, and supplementary security measures for the transfer of personal data outside of the EU/EEA. The use of Standard Contractual Clauses is an effort to provide a safe transfer of your personal data. You can find the Standard Contractual Clauses [here](#).

If you want to know more about where your personal data will be processed, please feel free to [contact us](#).

What are your rights when we process your personal data?

You have certain rights that you can exercise to affect how we process your personal data. You can read a more detailed description about what those rights are below.

If you want to know more about your rights or if you want to exercise any of your rights, please [contact us](#) and we will help you.

Right to lodge a complaint with a supervisory authority (Article 77 GDPR)

You have the right to lodge a complaint with a supervisory authority.

The supervisory authority in Sweden is the [Swedish Authority for Privacy Protection](#) (Integritetsskyddsmyndigheten).

In detail: Your right to complain exists without prejudice to any other administrative or judicial remedy. You have the right to lodge a complaint with a supervisory authority in the EU/EEA member state of your habitual residence, place of work or place of where the alleged infringement of applicable data protection laws has allegedly occurred.

The supervisory authority has an obligation of informing you on the progress and the outcome of the complaint, including the possibility of a judicial remedy.

Right to access (Article 15 GDPR)

You have the right to obtain confirmation as to whether we are processing personal data concerning you or not. You can make such a request by [contacting us](#). If we do process your personal data, you also have a right to obtain a copy of the personal data processed by us as well as information about our processing of your personal data.

In detail. The information we provide includes the following:

- the purposes of the processing,
- the categories of personal data concerned,
- the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations,
- where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period,
- the existence of the right to request rectification or erasure of personal data or restriction of processing of personal data concerning you or to object to such processing,
- the right to lodge a complaint with a supervisory authority,
- if the personal data are not collected from you, we provide you with available information about the source of the personal data;
- the existence of automated decision-making, including profiling, referred to in Articles 22.1 and 22.4 GDPR and, in those cases, meaningful information about the logic involved, as well as the significance and the predicted consequences of such processing; and
- where your personal data are transferred to a third country or to an international organization, you have the right to information regarding the appropriate safeguards, pursuant to Article 46 GDPR, put in place for the transfer.

For any further copies of the personal data undergoing processing requested by you, we may charge a reasonable fee based on administrative costs. If you have made the request by electronic means the information will be provided to you in a commonly used electronic form, unless otherwise requested by you.

Your right to obtain a copy referred to above shall not adversely affect the rights and freedoms of others.

Right to rectification (Article 16 GDPR)

You have a right to obtain, without undue delay, the rectification of inaccurate personal data concerning you. You can make such a request by [contacting us](#).

In detail: Taking into account the purposes of the processing, you have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

We will communicate any rectification of personal data to each recipient to whom the personal data have been provided to, unless this proves impossible or involves disproportionate effort. If you want information about those recipients, you are more than welcome to [contact us](#).

Right to erasure (“the right to be forgotten”) (Article 17 GDPR)

You can at any time ask us to delete some or all of your personal data. You can make such a request by [contacting us](#).

In detail: We have the obligation to erase your personal data without undue delay where one of the following grounds applies:

- the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- you object to the processing pursuant to Article 21.1 GDPR and there are no overriding legitimate grounds for the processing, or you object to the processing pursuant to Article 21.2 GDPR;
- the personal data have been unlawfully processed; or
- the personal data have to be erased for compliance with a legal obligation in Union or Member State law that applies to us.

Where we have made the personal data public and are obliged in accordance with the rights stated above to erase the personal data, we shall, taking account of available technology and the cost of implementation, take reasonable steps, including technical measures, to inform other controllers which are processing the personal data that you have requested the erasure by such controllers of any links to, or copy or replication of, those personal data.

We will notify any erasure of personal data carried out in accordance with your rights stated above to each recipient to whom the personal data have been provided to, unless this proves impossible or involves disproportionate effort. If you want information about those recipients, you are welcome to [contact us](#).

Please note that our obligation to erase and inform according to above shall not apply to the extent processing is necessary according to the following reasons:

- for exercising the right of freedom of expression and information;
- for compliance with a legal obligation which requires processing by Union or Member State law which applies to us; or
- for the establishment, exercise or defence of legal claims.

Right to restriction of processing (Article 18 GDPR)

You have the right to demand restriction of the processing of your personal data. You can make a request by [contacting us](#).

In detail: Your right applies if:

- the accuracy of the personal data is contested by you, during a period enabling us to verify the accuracy of the personal data,
- you have objected to processing pursuant to Article 21.1 GDPR pending the verification whether our legitimate grounds override yours,
- the processing is unlawful, and you oppose the erasure of the personal data and instead request the restriction of their use, or
- you need the personal data for the establishment, exercise or defence of legal claims even though we no longer need the personal data for the purposes of the processing.

Where the processing has been restricted according to above, such personal data shall, with the exception of storage, only be processed with your consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or of a Member State.

We will notify each recipient to whom the personal data has been provided to about any restriction of processing according to above, if this do not occur to be impossible or entails a disproportionate effort. If you want more information about these recipients, you are welcome to [contact us](#).

Right to object (Article 21 GDPR)

You have the right to object to our processing of your personal data at any time. You can make such a request by [contacting us](#).

In detail: Your right to object applies as follows:

- You have the right to object, on grounds relating to your particular situation, at any time to processing of your personal data which is based on Article 6.1 e, including profiling based on that provision. We shall no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.
- Where personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for such marketing, which includes profiling to the extent that it is related to such direct marketing.

- Where you object to processing for direct marketing purposes, you have an unconditional right to have the processing of your personal data for such purposes ceased.
- In the context of the use of information society services, and regardless of Directive 2002/58/EC (ePrivacy Directive, or ePD), you may exercise your right to object by automated means using technical specifications.

Balancing of interests' assessments when processing personal data based on the legal basis "legitimate interests"

As we state in the tables below, for some purposes, we process your personal data based on our "legitimate interest". By carrying out a balancing of interests' assessment concerning our processing of your personal data, we have concluded that our legitimate interest for the processing outweighs your interests or rights which require the protection of your personal data.

If you want more information in relation to our balancing of interests' assessments, please do not hesitate to contact us. Our [contact information](#) can be found at the beginning of this Privacy Policy.

Detailed description of how we are processing your personal data

Below you find a detailed description of how we process your personal data, i.e. why we process your personal data, what personal data we process, when you need to provide the personal data to us and the legal basis for our processing. The legal basis is the basis for processing your personal data according to the GDPR. We make sure to only process your personal data in a way that is necessary based on our relationship. Below you will also find information about the duration of our processing of your personal data.

Not all information below is relevant for you and therefore we have provided the information under different headlines. Read the headlines that are relevant for you, i.e. based on how you come in contact with us.

When we refer to “your company” in this Privacy Policy, we refer to your employer or the organisation or public body that you represent. We will only process personal data about you in your business role.

My company uses Surikat’s services

In the below charts you will find information about how we process your personal data when you and your company use our services and we therefore have received your personal data.

We collect your personal data directly from you or your company.

To enable your company to use our services		
What processing we perform	What personal data we process	Our legal basis for the processing
- Provide you with relevant information and communicate with you as a user of our services	- Name - Information about which organisation you represent - Position in your company - Contact information, e.g. telephone number and e-mail address	Legitimate interest (Article 6.1 (f) GDPR) <i>Your personal data will be processed based on our legitimate interest to enable you to use our services.</i>
<p>Storage period: We will process your personal data for as long as your company is using our services, e.g. as our customer, however for a shorter period if we receive information that you no longer represent the company using our services. If your company is no longer using our services, we will delete your personal data within one (1) year or sooner if you ask us. Certain personal data may be part of our bookkeeping data and in such case we need to store such personal data longer, see below.</p>		

To provide support to you and your company		
What processing we perform	What personal data we process	Our legal basis for the processing
- Provide you with relevant information and communicate with you as a user of our services - Administrate support matters	- Information about which organisation you represent - Contact information, e.g. telephone number and e-mail address - Information about the support	Legitimate interest (Article 6.1 (f) GDPR) <i>Your personal data will be processed based on our legitimate interest to enable you to use our services and provide support.</i>

	matter	
<p>Storage period: We will process your personal data included in the support communication for a period of one (1) year after the support matter has been resolved, however for a shorter period if we receive information that you no longer represent the company using our services, e.g. our customer or if you ask us to delete your personal data.</p>		

I represent a potential customer, supplier or partner

Below you will find information about how we process your personal data if you represent a potential partner, supplier or customer (i.e. one of our business leads). To market our services, we may collect your personal data from the internet or a third-party service.

To market our services towards the company you represent		
What processing we perform	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - Store information about interesting business leads and potential partners and suppliers. - Market us towards the company you represent, e.g. by e-mail and calls - Provide you with information based on the areas you are interested in and the industry you operate in 	<ul style="list-style-type: none"> - Name - Information about which organisation you represent - Contact information, e.g. your e-mail address and/or phone number - Information from publicly available sources, e.g. information from the website of your company - Information you provide to us during our calls, e-mails etc. 	<p>Legitimate interest (Article 6.1 (f) GDPR)</p> <p><i>Your personal data will be processed based on our legitimate interest to market our services towards the company you represent which we consider could be interested in our services or to have a business relationship with us.</i></p>
<p>Storage period: We will register you as a potential lead first when your company has shown some interest in our marketing efforts.</p> <p>We will continue to store and use your personal data for marketing purposes for as long as we are actively having a dialogue with your company regarding our services.</p> <p>You can choose to object to receiving newsletters and marketing at any time. If you object to receiving marketing from us, we keep track of this in our "unsubscribe-list" to avoid sending you any further marketing material.</p>		

I represent a customer, supplier or partner

In the below charts you will find information about how we process your personal data when your company is our customer, supplier or partner.

We collect your personal data directly from you. We may also collect your personal data from your company, if they state you as their representative.

To enter into an agreement with your company and administrate our relationship		
What processing we perform	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - Discuss and enter into an 	<ul style="list-style-type: none"> - Name 	<p>Legitimate interest (Article 6.1 (f))</p>

<p>agreement with your company</p> <ul style="list-style-type: none"> - Administrate our relationship with your company (e.g. communicate with our customer, supplier or partner). 	<ul style="list-style-type: none"> - Information about which organisation you represent and position in your company - Contact information, e.g. telephone number and e-mail address - Other information you provide us in agreements or in our communication 	<p>GDPR)</p> <p><i>Your personal data will be processed based on our legitimate interest to negotiate and enter into an agreement with your company and to administrate our relationship with your company.</i></p>
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Storage period: Your personal data will be deleted if we conclude that we will not enter into an agreement with your company and your company does not want to keep in contact with us.

If your company becomes our customer, supplier or partner, we will store your personal data for this purpose as long as the company you represent is our customer, supplier or partner and for a period of one year after that in order to evaluate our previous business relationship and/or potential future business relationship.

If we receive information that you no longer represent the company, we will delete your data, except from agreements and similar documentation where your name is included.

You can choose to object to receiving newsletters and marketing at any time. If you object to receiving marketing from us, we keep track of this in our "[unsubscribe-list](#)" to avoid sending you any further marketing material.

To comply with accounting legislation		
What processing we perform	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - Store information in accounting material 	<ul style="list-style-type: none"> - Name - History regarding payments made - Other information that constitutes accounting records 	<p>Legal obligation (6.1 (c) GDPR)</p> <p><i>The processing is necessary to comply with legal obligations to which we are subject, i.e. accounting legislation.</i></p> <p><i>You need to provide us with this information, in other case we will not be able to administrate our relationship with your company.</i></p>
<p>Storage period: We will store any document constituting accounting material and the personal data included therein according to the storage period stated in the accounting legislation in Sweden. This means that we will store your personal data for seven to eight years.</p> <p>According to Swedish regulation we need to store accounting material until and including the seventh year after the end of the calendar year for the fiscal year to which the personal data relates.</p>		

I or my company have questions or queries

We always strive to maintain a good relationship with your company and to answer all questions you or your company may have. If you or your company have any questions or would like to make a complaint regarding one of our services, we will process your personal data as described below. We will collect your personal data from you or your company or collect the information ourselves.

Note that the ongoing matter may mean that we cannot delete all your personal data after your [request](#).

To handle any questions or complaints		
What processing we perform	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - Handle any questions or complaints, e.g. if you contact us via email or our contact form - To defend ourselves against complaints 	<ul style="list-style-type: none"> - Name - Information about which organisation you represent and position at your company - Contact information, e.g. telephone number and e-mail address - Information concerning your company's complaint 	<p>Legitimate interest (Article 6.1 (f) GDPR)</p> <p><i>The personal data is processed based on our legitimate interest to handle a question, complaint and/or legal dispute in which you are the representative of a customer, supplier or partner.</i></p>
<p>Storage period: We will store your personal data from when the matter was initiated and for the duration of the potential dispute.</p>		

I interact with Surikat without having a business relationship, e.g. I communicate with Surikat through social media channels

If you are in contact with us without having a business relationship with us, e.g. by sending us an e-mail or a message through our social media account, we will process your personal data as we describe in the charts below. We will process the personal data which you provide to us as a representative of your company and information from your social media account (if you use such account to communicate).

When contacting us through a social media channel, please also familiarise yourself with the privacy information of that platform.

To communicate with you		
What processing we perform	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - Communicate, e.g. via e-mail or contact form on our website - Communicate via social media, e.g. if you make a comment on our site or on our social media page - Answer your questions and give you the best service 	<ul style="list-style-type: none"> - Information you provide to us, e.g. name, which company you represent and contact information <p>If you visit our social media channels we also process:</p> <ul style="list-style-type: none"> - Information from your profile on the social media in question (user name and any picture you have chosen for your account) - Other information regarding the matter for which you contact us 	<p>Legitimate interest (Article 6.1 (f) GDPR)</p> <p><i>Your personal data will be processed based on our legitimate interest to communicate with you once you have contacted us.</i></p>

Storage period: Communication with us via our contact form on our website or in e-mails will be stored for a period of one year after the matter for which you have contacted us has been resolved, in order for us to give you the best service.

Your comments and communication with us on our social media channels can be deleted by you at any time. We will remove posts or comments which are in breach of the rules of the platform or in conflict with legislation as soon as possible.

I have stated that I do not wish to receive marketing

The chart below describes how we process your personal data if you have stated that you do not wish to receive marketing from us. If you have chosen to object to receiving marketing from us, we will store information about you in order to avoid sending you any further marketing material. We collect your personal data directly from you.

To comply with marketing legislation		
What processing we perform	What personal data we process	Our legal basis for the processing
- If you have stated that you do not wish to receive marketing from us, we will store such information in an “unsubscribe-list” to make sure we do not send any marketing to you	- Name - E-mail address	Legal obligation (6.1 (c) GDPR) <i>The processing is necessary to comply with legal obligations which we are subject to, i.e. marketing law, which require us not to send marketing material to individuals who have objected to receiving such marketing.</i> <i>We cannot make sure you will not receive marketing from us without processing your personal data for this purpose and you are therefore required to provide your personal data to us.</i>
Storage period: You will be listed in our “unsubscribe-list” until further notice.		