

# Data protection declaration for Norkring AS

## Data protection declaration

This data protection declaration describes what information we collect from our customers and visitors to our Internet pages. It also describes how and why we collect and use the information, as well as how we safeguard our customers' rights and comply with the rules in the data protection legislation.

The collection, storage, alignment, disclosure and other processing of personal data is regulated by the Personal Data Act. Among other things, the Act stipulates stringent requirements regarding the confidentiality and security of how personal data is processed. The Norwegian Data Protection Authority supervises compliance with the Act. "Personal data" means information and assessments which can be linked to a physical person, e.g. name, residential address and email address.

## Controller

Norkring AS is the controller responsible for the company's processing of personal data. In legal terms, the "controller" is considered to be the person who determines the purpose of the personal data processing, and which means are to be used to process it. It is the controller who is responsible for ensuring that personal data is processed in accordance with the Act. You can find contact information for Norkring AS at the bottom of this data protection declaration.

## What types of personal data are processed

When you are a customer of Norkring AS, we will store contact information such as your name, company address, telephone number and email address.

We will also store emails and other written communication that we receive from you, including any feedback you give us regarding your customer relationship, the services we provide, our customer service etc.

If we receive any information from you after you have consented to participate in any of our surveys, user panels or competitions, or consented to receive newsletters and updates or participate in similar activities, then we will store this information.

## The purpose of the processing — what the information is used for

Contact information, information about your customer relationship and any other information we receive from you is stored primarily in order to enable us to manage your customer relationship. This includes processing your orders, sending you accurate bills, handling payments and communicating with you regarding your customer relationship, and providing you with any necessary help and useful information. The information also enables us to analyse, customise and improve the service we provide and how we communicate with you.

## How long the information will be kept

We will keep personal information only for as long as it is necessary with regard to the purposes described in the section above, or to meet specific legal requirements. This means that the storage period for different types of information may vary. The Bookkeeping Act specifies that billing

information must be stored for at least five years. We need to keep contact information for as long as you have a customer relationship with us.

### **Who we share the information with**

Norkring AS has agreements with contractors who perform services such as fault repair and maintenance in connection with our business and the services we provide. Third parties such as these will be given access to any information they require, for the same purposes as described above.

We sign written contracts with the third parties with whom we share information, and stipulate clear requirements regarding compliance with applicable data protection legislation, including the requirements regarding information security. When third parties such as these are located outside the EU, we use the EU Commission's standard contract when required, which safeguards the privacy of the individual and ensures a satisfactory level of protection. This standard contract can be found here

[Http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:039:0005:0018:EN:PDF](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:039:0005:0018:EN:PDF)

Whenever it is required by law or legal ruling, or is necessary for the investigation of possible criminal acts against our business, the relevant information may be disclosed to the public authorities or any other parties with a legitimate right to this information.

### **How we protect your information**

We work methodically and systematically to safeguard data security, and use both technical and organisational security measures to protect any stored personal data from unauthorised access and use.

Whenever we share personal data with third parties, we demand the same data security requirements of them.

### **Management of and changes to the stored information**

It is important that the contact information we have registered about you is correct and up to date. You can contact us directly if you have any questions about the information we store about you, or would like access to this information. If you discover any errors or if any of the information has changed (e.g. there are changes to your address, telephone number or email address), we would be grateful if you could contact us as soon as possible, so that we can update the information.

### **Cookies**

Cookies are small data files which are stored on your device when you browse and use websites and services on the Internet. Norkring uses Google Analytics which stores cookies and among several things store information on whether you have visited the site before or not, which device (mobile / tablet / PC) you use to view the pages and which area you are in.

### **Contact information**

If you have any questions or you would like to contact us in relation to this data protection declaration for any other reason, you can use the following contact information:

[norkring@telenor.com](mailto:norkring@telenor.com)

Norkring AS  
Snarøyveien 30  
NO-1331 Fornebu

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As a wholly-owned subsidiary of Telenor, Telenor's global data protection guidelines also apply to Norkring AS. You can find more information about Telenor's global privacy and data protection guidelines at

<https://www.telenor.com/sustainability/responsible-business/privacy-and-data-protection/> ]

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*This data protection declaration was last updated on the 4<sup>th</sup> of February 2019.*