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Guidelines for Swedish Institute for Standards's Personal Data Processing

Swedish Institute for Standards ("SIS"), takes the personal privacy seriously and provides these guidelines to inform you of SIS's personal data processing when customers purchase SIS's products and services, when SIS makes purchases suppliers' products and services, when participating at SIS's seminars and trainings, when participation as representative and chairperson of a TC/work group, when joining SIS's association, when registering on sis.se to make use of SIS's services and features on the website, for SIS's direct marketing to individuals and companies, when sending e-mail to SIS, as well as for visits to SIS's premises (collectively referred to as "Service", "Services" and "the Services"). Please note that these guidelines apply regardless of whether you are using a computer, mobile phone, tablet or other device to access SIS Services.

1. Who collects your Personal Data?

1.1 Swedish Institute for Standards, company reg. no.: 802410-0151, Box 45443, SE-104 31 Stockholm (collectively referred to as "SIS") is the personal data controller responsible for the personal data processed under these guidelines. SIS processes your personal data in accordance with the rules that apply to such personal data processing at any time.

1.2 These privacy guidelines apply to all of SIS's processing of your personal data.

2. What is Personal Data?

2.1 The personal data covered by these guidelines is such information that you provide to SIS in connection with the provision and use of the Services such as, for example, your name, email address, address, phone number, employer, IP Number of your technical receiving equipment, images of you, sound recordings of you, your payment information, your customer number, order number and any additional information that you provide to SIS in connection with the use of the Services which may be linked to you as a natural person (collectively referred to as "Personal Data", "the Personal Data").

2.2. Information which cannot direct or indirectly be associated with you is not Personal Data.

3. What type of data does SIS collect, process and use, and for what purpose?

3.1 SIS collects, records, processes and stores the following Personal Data in structured material (for example in databases, case management systems) and in unstructured material (for example on web pages, in e-mails, social media, articles) and in electronic form and in paper form for the situations described below and for the following purposes:

3.1.1 When purchasing SIS products and services, collection, registration, processing and storage of the following Personal Data may be performed: Your name, phone number, personal ID number (by e-signing through bank-id), e-mail address, company name, address, post code, city, invoicing address, order number, reservation number, reference, customer number, company registration number, IP number with the purpose of fulfilling the agreement we entered into with you as a Customer and providing a service or product requested by you, to fulfil our statutory or other

mandatory obligations, for invoicing, payment and accounting purposes, for marketing purposes, for handling complaints, customer service, security, privacy and administrative issues, work on quality, business development (to determine how we will internally analyse, evaluate, further develop and prioritise among our products and services) verification your order of services and products, for example for customer and market analyses (for mapping and analysing who our customers are, what the market for our services looks like and for sending offers to specific customer groups) and for statistical purposes (to gain a better understanding of how customers utilise SIS services and products).

3.1.2 When SIS purchases products and services from suppliers, collection, registration, processing and storage of the following Personal Data may be performed: Your name, e-mail address, phone number, personal ID number (by e-signing through bank-id), title, company name, address, company registration number, account number, invoice information (such as credit card number) and IP number for the purposes of fulfilling the agreement entered into by SIS with you, to fulfil SIS's statutory or other mandatory obligations, for payment and accounting purposes, for work on quality, for marketing purposes, for handling complaints, for security, confidentiality and administrative issues.

3.1.3 When joining SIS's association, collection, registration, storage and processing is done of the following Personal Data: Your name, e-mail address, phone number, company name and department, address, post code, city, company registration number, invoice address, IP number, customer number and order number for the purpose of registering and providing a service you requested, to fulfil our statutory or other mandatory obligations, for invoicing, for payment and accounting purposes, for marketing purposes, for member analyses, for member services, for security, confidentiality and administrative issues and for statistical purposes. During SIS's events and meetings, you may be photographed and videotaped. SIS may publish an image, audio recording and work-related information about you on SIS's intranet, websites, articles, newsletters, educational and information material.

3.1.4 When participating at SIS's seminars and training programmes, collection, registration, storage and processing is done of the following Personal Data: Your name, e-mail address, phone number, personal ID number (by e-signing through bank-id), company name, address, post code, city, company registration number, image of you, sound recording, information about any special dietary requirements and invoice address for the purpose of registering and providing a service you requested, to fulfil our statutory or other mandatory obligations, for invoicing, for payment and accounting purposes, for marketing purposes, for customer services, for security, confidentiality and administrative issues and for statistical purposes. During SIS's events and meetings, you may be photographed and videotaped. SIS may publish an image, audio recording and work-related information about you on SIS's intranet, websites, articles, newsletters, educational and information material.

3.1.5 Registration at sis.se to make use of SIS's services and functions on sis.se involves the collection, registration, storage and processing of the following Personal Data: Your name, company name, title, email, phone number, address, post code, city, IP Number for the purposes of registering you and providing the service or product that you request or the function you wish to make use of, or fulfil our statutory or other mandatory obligations, for invoicing, payment and accounting purposes, for marketing purposes, for security, confidentiality and administrative issues and for statistical purposes.

3.1.6 For SIS's direct marketing to companies, SIS collects, stores and processes the following Personal Data: Your name, address, post code, city, e-mail, IP number for marketing purposes, for security, confidentiality and administrative issues and statistical purposes.

3.1.7 When participating as a representative in a Technical Committee or work group, the collection, registration, storage and processing is done of the following Personal Data: Your name, address, post code, city, personal ID number (by e-signing through bank-id), telephone number, email, company name, company registration number, invoicing address, image and sound recording of you because of your role as a participant/representative on a Technical Committee or work group for the purposes of fulfilling SIS's statutory or other mandatory obligations, for marketing and information purposes, for security and confidentiality issues, for quality and analytical purposes. During SIS's events and meetings, you may be photographed and videotaped. SIS may publish an image, audio recording and work-related information about you on SIS's intranet, websites, articles, newsletters, educational and information material.

3.1.8 When participating as a chairperson on a Technical Committee or work group, the collection, registration, storage and processing is done of the following Personal Data: Your name, address, personal ID number (by e-signing through bank-id), e-mail address, phone number, company name, image of you, sound recording of you and your CV. During SIS's events and meetings, you may be photographed and videotaped. SIS may publish an image, audio recording and work-related information about you on SIS's intranet, websites, articles, newsletters, educational and information material. SIS collects, records, processes and stores your Personal Data because of your role as chairperson of a Technical Committee or workgroup, for administrative purposes, to fulfil SIS's statutory or other mandatory requirements, for marketing, educational and information purposes, for security and privacy issues, for quality and analytical purposes.

3.1.9 When sending e-mail to SIS, SIS collects, stores and processes the sender's and possibly third-party (which may be mentioned in the e-mail from the sender) the following personal data: The personal data and purposes mentioned in the respective category above (see 3.1 .1-3.1.8) depending on what the email is about.

3.1.10 When visiting SIS premises, the collection, storage and processing is done of the following Personal Data: Your name, your employer, any image, sound recording made of you (when visiting SIS's seminars and trainings) and visitor number for the purposes of signing you in and registering with the person you are visiting SIS, for administrative purposes, for marketing purposes and for security purposes.

3.2 Information about your use of the Services

In addition to the information you provide to SIS, we may also collect information about your use of our Services on your device in other ways. We may, for example, collect:

- **Log information**

For example. data for statistical purposes through the Google Analytics service such as when and for how long you use the Service, search terms you enter via the Services, and all information stored in cookies that we have installed on your device for the purpose of facilitating the functionality of the web pages.

- **Geographical information**

When using the Google Analytics service, the region and country of the IP address are retrieved for statistical purposes.

- **Other information**

Other information about your use of the Service, such as the programs you use, the websites you visit, and how you interact with content offered through a Service for the purpose of developing our Services and to determine how we will further develop and prioritise our Services internally.

3.3 Information from third party sources

SIS can receive information about you from public and private actors (in accordance with laws and regulations) which we can combine with other data we receive from or about you. SIS may also receive information about you from third party social networking services when you choose to connect to such services.

4. How does SIS store your Personal Data?

SIS will only store your Personal Data for as long as we need to provide our Services and no longer than permitted under the Swedish Authority for Privacy Protection's guidelines and practices regarding the storage and screening of personal data or as evident from any statutory obligation to store the information for a longer period of time in accordance with applicable personal data regulations.

5. Is there any transfer of your Personal Data to third parties?

5.1 The vast majority of SIS's servers are located within our network and are in our supplier's data centres. SIS also has some of its servers located in the cloud through a third-party cloud service. By using the Services specified in Sections 3.1.1-3.1.9, your Personal Data may be collected, processed, stored and transferred to SIS's partners, suppliers (such as personal data processors and their subcontractors processing personal data on behalf of SIS), banks, government agencies and organisations (including standardisation organisations, NSBs within CEN and ISO as well as ISO and CEN) both inside and outside the EU, including the United States, for the purposes stated in Sections 3.1.1-3.1.9 above. The SIS may also forward your personal data to other parties to comply with law or to comply with mandatory statutory processes (such as decisions on searches or other court decisions), to verify or maintain the guidelines and policies governing our Services and to protect SIS and/or our business partners and/or customers' rights, ownership and collaterals. SIS may also share information about you with third parties when you approve or request for such information to be shared.

SIS ensures that an adequate level of protection as per the applicable personal data legislation is fulfilled upon such transfer of personal data to another country and/or organisation. To the extent that SIS transfers personal data to a non-EU country which, according to the European Commission, does not achieve an adequate level of protection, SIS will ensure that the transfer is subject to applicable model clauses or standard safeguards regulations adopted by the European Commission, the Swedish Authority for Privacy Protection or other appropriate authority. This also applies, where applicable, to transfer to any Personal Data Processor, who processes personal data for the purposes stated in these Terms on behalf of SIS.

5.2 SIS also has the right to disclose your personal data credit rating company before an agreement is entered into with to verify your credit rating.

5.3 Transfer of information may, for example, take place using Internet-based technology. Anonymised and aggregated data (such as purchase statistics) may be disclosed to third parties.

5.4 Through direct mailings, SIS may use information about you that we collect to provide you with information about promotions, special offers and other information about our products and services. Such information will be provided in accordance with applicable law. This means, for example, that we can only send you direct mailings to you via email or text message once you have given your active consent to this or, in some cases, on the basis of the existing contractual relationship. Your written consent is usually obtained when you use our services by ticking a box, but we can also obtain your consent in other situations. When you receive direct mailings from us via email, you will always have the opportunity to say no to continue to receive such advertising. In addition, you can at any time let us know by e-mail to kundservice@sis.se that you no longer want to receive direct mailings from us. However, if you withdraw your consent to receive direct mailing, we will not remove all your data from our databases unless you specifically request that we do so.

6. Cookies

A cookie is a text file that is sent from a website such as www.sis.se to your computer where it is stored either in the memory (session cookie) or as a small text file (permanent cookie). SIS uses both types of cookies.

Permanent cookies are used when SIS has chosen to keep statistics on certain products. Session cookies are used to store login information and your shopping cart when you surf around on SIS's website. If your browser is set to not accept cookies you will not be able to place an order online. You can change the setting in your browser to allow this.

SIS also uses cookies for other functions on our website. These are for example functions that enables you to interact with us on SIS by forms/chat or to be able to present customized content on selected parts of the web page that we believe may be of interest to the visitor.

In order to improve SIS digital presence, we also use cookies that collect information about visitor's movement patterns on sis.se and how the website is used. These include which pages on our website that is visited, when they are visited, how frequently and more. Certain cookie information about the visitors use of the website may also be saved for the purpose of using/improving the visitors experience in other channels and in marketing communication, for example by e-mail, given that SIS has received the right send e-mail.

By using the website www.sis.se and/or in registration and use of the Services you also accept the use of these cookies.

7. Safety

7.1 Except as provided in these guidelines, SIS will not transfer your Personal Data to third parties.

7.2 SIS maintains strict physical, electronic and administrative security measures to protect your Personal Data in accordance with the applicable rules. This means that we regularly review our security and screening policies for the processing of Personal Data.

8. Who is responsible for information you provide to third parties, the use of social media etc?

8.1 The information you choose to disclose to third parties is not covered by SIS's guidelines for personal data processing. You are responsible for information that you provide to third parties such as LinkedIn, Facebook, Twitter.

8.2 Some of SIS's Services may be accessed through third party services and platforms such as ISO, CEN, Facebook, Twitter and LinkedIn. You should be aware that SIS has no control over, nor is responsible for, the processing of Personal Data by such third parties. SIS's Services may also contain links to third party services or websites. If you use such links, you leave SIS's Services. SIS has no control over such third party services or websites (nor their content), nor is it in any way responsible for these.

8.3 SIS can provide features that allow you to share information in your social networks and interact with us.

9. Your right to withdraw your consent

9.1 If you have given your consent for SIS's personal data processing, you have the right to withdraw your consent (but not retroactively) at any time for the processing of your Personal Data. To this end, it is sufficient to send an email to: kundservice@sis.se.

9.2 You can also inform us that you no longer wish to receive direct marketing, mail-outs and similar, at any time with immediate effect without citing any particular reason or considering a specific notice period. Address your withdrawal by email to: kundservice@sis.se.

9.3 Once you have withdrawn your consent, SIS will only use the information that have to be processed to provide the Services and we will refrain from any other processing.

9.4 You also have the right to request that we remove any Personal Data that may be linked to you as a natural person by destroying or disidentifying them.

10. Changes to these guidelines

SIS reserves the right to change these guidelines for personal data processing from time to time.

11. Your rights

You can at any time, and at no cost, get information about the personal data about you that SIS has saved. If anything is incorrect, you can request that we change your personal data. Please also notify us of any changes in your Personal Data. You can also ask us to destroy or disidentify your personal data. You also have the right to have your personal data transferred to another personal data controller, so-called data portability. You also have the right to request that we limit our processing of your personal data or object to SIS's personal data processing. Any requests for changes, restrictions, objection, deletion, data portability, information about SIS's personal data processing, questions, complaints and suggestions regarding data security should be sent to: SIS, Swedish Institute for Standards, Box 45443, SE-104 31 Stockholm or via email to: kundservice@sis.se. You can also refer any complaints regarding the handling of your personal data to the Swedish Authority for Privacy Protection: <https://www.imy.se/kontakta-oss>

