



SolveWare AS

Privacy Notice for SolveWare AS

At SolveWare AS, we are committed to protecting the privacy of our website users, our clients, or people who contact us. This privacy notice explains how we collect and use personal data through our website, in accordance with the European Union's General Data Protection Regulation (GDPR).

Types of Personal Data We Collect and Legal Basis

We collect personal data that users voluntarily provide to us, such as their name, email address, and any other information they provide in their messages to us. The legal basis for collecting and processing this personal data is the user's consent, which is obtained when they voluntarily provide us with their information, and when they agree to this privacy notice.

Data Security

All data that is submitted to SolveWare AS is encrypted when using the "https" version of our website. The encryption methods used are the standard methods intended for websites in the EU using a TLS.

How We Use Personal Data

We use personal data to respond to user inquiries, provide services and product demonstrations, and communicate with our customers. We may also use personal data for administrative purposes, such as keeping a record of customer inquiries and for our business operations.

Sharing of Personal Data

We do not share personal data publicly, and we do not share personal data with any third parties, except for our partners whose websites are linked in the "Partners" section of our website. Please note that when visiting our partners' websites, or interacting with their services, such as using or viewing a demonstration of their product on an iFrame, their own privacy policies and practices will apply. We recommend reviewing their privacy notices to understand how they handle personal data. You will find iFrames in any part of our website intended for a product demonstration, such as in the section of Wayfinding or 3D scanning. You will also find an iFrame from a service provider on the Contact page, which will automatically notify the user by displaying a link to their privacy policy.

Recipients or Categories of Recipients of Personal Data

The recipients or categories of recipients of personal data may include management, the recipient of an email that was sent as well as possibly their department, the technical department, or any other person directly involved in providing services, answering inquiries, providing us advice, administration, or negotiating with clients.

At the same time, if the information is sent using our contact forms, which are operated by our own server using Google Apps Script, and being stored on a database provided by Google, it is recommended to review their own privacy policy. As of June 2023 Google according to their privacy policy, it has no access to any information stored on this database, or processed by our server.

Data Retention

We will retain personal data for as long as necessary to fulfill the purposes for which it was collected, or as required by law. We are also open to deleting personal data upon request, as long as it is not required for legal or business purposes. We may also delete personal data once we believe that it is no longer relevant.

Evidently, this statement solely refers to SolveWare AS, if you submit personal data to any of our partners or service providers, their own privacy policies will apply.

International Transfers of Personal Data

We do not transfer personal data to any country outside of the European Economic Area (EEA).

Evidently, this statement solely refers to SolveWare AS, again, if you submit personal data to any of our partners or service providers which are not located in the EEA, their own privacy policies will apply, and data might be transferred outside of the EEA. Such cases can occur when viewing an iFrame from Matterport (Partner based on the USA) or using our iFrame displaying a meeting scheduling system from Calendly.

Automated Decision-making or Profiling

We do not engage in any automated decision-making or profiling activities based on personal data.

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User Rights

Users have the right to access, rectify, update, or delete their personal data. They may also object to the processing of their personal data, request the restriction of processing, and exercise their right to data portability. Users can contact us using the email address provided in this document to exercise their rights.

Please note that for technical reasons when using an email to contact us, or anyone, you are also subject to the privacy policy of your email provider and the recipient's email provider. Data will be processed according to their own policies as well. For more information about our email provider, check the documentation of <https://outlook.live.com> as well as <https://domene.shop/>.

Users have the right to lodge a complaint with a supervisory authority if they believe that the processing of their personal data has infringed the General Data Protection Regulation (GDPR) or other applicable data protection laws. This right applies regardless of the location from which the personal data was collected or processed. If you are located within the European Union (EU), you may contact your local data protection authority. If you are located outside the EU, you may contact the Norwegian Data Protection Authority or the data protection authority of your country of residence.

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Legitimate use of information

SolveWare AS processes personal data on the basis of legitimate interest. As an efficient company with a close-knit team, it is necessary for SolveWare AS employees to share personal data with one another in order to effectively provide services and respond to inquiries. For example, when a customer requests a site visit on a certain date, all members of the team need to be informed to coordinate travel arrangements. Similarly, when a potential customer contacts SolveWare AS from a certain company, it is necessary for employees to share information to research the industry and effectively respond to the inquiry. SolveWare AS recognizes the importance of protecting personal data and takes appropriate measures to ensure that data is only shared on a need-to-know basis within the organization.

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Consent cookies

In order for our system to remember that you have agreed to this privacy statement, we need to save a cookie solely used to remember your agreement with this. This is the only first party cookie that we save, and it can not be used for any other purpose.

Contact Us

If you have any questions or concerns about our privacy practices or this privacy notice, you can contact us using the email address provided in this document.

Changes to this Privacy Notice

We may update this privacy notice from time to time. Any changes will be posted on our website, so please check our website periodically to review any changes.

By continuing to use our website, you consent to the use of cookies and tracking as described in this Privacy Notice.

Thank you for visiting SolveWare AS.
