

# PRIVACY NOTICE

Nets Danmark A/S

This Privacy Notice explains how Nets Danmark A/S ("We", "Us") processes your personal information about our customers and customers' personnel in the OTRS service.

## 1) DATA CONTROLLER

The entity responsible for the processing of your personal information is:

Nets Danmark A/S

Lautrupbjerg 10

2750 Ballerup

CVR-nr. 20016175

+45 4468 4468

The contact details of our data protection officer are as follows:

dpo@nets.eu

## 2) DESCRIPTION OF THE PROCESSING

Purpose	Categories of personal data	Source of the personal data	Legal basis for the processing	Recipients	Data retention
<p>Purpose #1</p> <p>The purpose of the processing is to provide the data subject with customer service by using the OTRS system to process inquiries relating to the ediEx service.</p>	<p>We process the following categories of personal data about :</p> <p>A) Ordinary personal data: Name*, e-mail*, telephone*, address, customer or member number*, and transaction amount</p>	<p>We collect your personal data from the following source(s):</p> <p>a) Yourself</p>	<p>We process your personal data on the following legal bases:</p> <p>Article 6.1.f (Necessary for the pursuit of legitimate purposes of Nets). Nets is</p>	<p>We share your personal information with:</p> <p>- None except sender of information and others in senders organization if needed.</p>	<p>We will retain personal data processed for this purpose for:</p> <p>We will retain your personal data for up to three years after which tickets will permanently</p>

			pursuing the following legitimate interests: -Providing customer service -Responding to inquiries		deleted from OTRS system.
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### 3) MANDATORY INFORMATION

The information about you as marked with \* is mandatory. The consequence of not providing the information is that We cannot provide you with the service you have requested.

### 4) YOUR RIGHTS

You have the following rights:

- You have the right to request access to and rectification or erasure of your personal data.
- **You also have the right to object to the processing of your personal data and have the processing of your personal data restricted.**
- **In particular, you have an unconditional right to object to the processing of your personal data for direct marketing purposes.**
- If processing of your personal information is based on your consent, you have the right to withdraw your consent at any time. Your withdrawal will not affect the lawfulness of the processing carried out before you withdrew your consent. You may withdraw your consent by e-mailing to support@edigard.no.
- You have the right to receive your personal information in a structured, commonly used and machine-readable format (data portability).
- You may always lodge a complaint with a data protection supervisory authority, e.g. The Danish Data Protection Agency.

You can take steps to exercise your rights by: Sending email to support@edigard.no

There may be conditions or limitations on these rights. It is therefore not certain for example you have the right of data portability in the specific case - this depends on the specific circumstances of the processing activity.

### 5) CONTACT

Nets Branch Norway  
Haarvard Martinsensvei 54  
0978 Oslo  
Tel.: + 47 22 89 89 89  
Orgnr: 996 345 734

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