

Privacy Policy:

## Smart Service from Qwips Service Solutions

Smart Service and its applications are used to facilitate and continuously improve equipment lifecycle management including managing and monitoring equipment, ordering service, control, maintenance or supplies, documenting incidents, logging connected sensor or equipment data, and training of personnel.

*Your personal data will not be used for any other purposes.*

The processing is based on the General Data Protection Regulation point (f) of Article 6(1), the legitimate interests pursued by the controller, the processor or by a third party.

### Personal data processed by Smart Service

Smart Service processes equipment data and personal data from customers, suppliers, partners, sub-contractors and end-clients / users.

- User info: Name, username, e-mail, phone number, user org, user site, job title / role.
- User permissions: Admin / technician / customer admin / customer user / not registered user.
- Changes in equipment or parts data are logged with which admin user made the changes, and at what time / date.
- Product or service orders are logged from which user-account the order was made and at what time / date.
- Updates or actions in service jobs are logged from which user-account the update / action was registered and at what time / date.

If GPS positioning is activated:

- GPS location may be stored on individual equipment. Technicians jobs or customer's requests on such equipment will have a log with GPS data connected to user and action performed.
- GPS location may be stored on individual service jobs if fetched from with GPS tracker systems run by third parties for the processor. These data will then be stored on such service jobs as part of the job history/service log. The data is not managed or controlled by the software, only passively mirrored.
- GPS location in combination with timestamps and user account may be stored on individual jobs.

Each company are responsible for their personal data input to Smart Service. Each company can only process data on behalf of the other in accordance with the defined purpose of Smart Service.

Data are available to your company, its customers, partners, sub-contractors and end-clients / users according their agreement with Qwips Service Solutions AS and each company's individual configuration of Smart Service.

Smart Service has role-based access for all personnel including customers, partners, sub-contractors and end-clients/users.

## **Subcontractors**

All data are stored and processed by Qwips Service Solutions AS and its subcontractors.

Qwips Service Solutions AS is using the following subcontractors for the Smart Service software:

Only if the Smart Service is not stored locally on server:

- **Garnes Data AS** (Company ID: 981594029)  
Drammensveien 167, 0277 Oslo, Norway  
Garnes Data is responsible for storage of data collected and processed by Smart Service and its applications. All data are stored on Garnes Data's servers in Oslo, Norway.

Only if GPS positioning is activated:

- **Google Inc – Google Maps.**  
Smart Service doesn't share any data with Google Inc. The users own devices providing the GPS position may share data with Google Inc according to Google's Privacy Policy.

After the end of the provision of services relating to Smart Service, Qwips Service Solutions AS will delete or return all the personal data to the customer and delete existing copies.

## **Your rights**

You have the right to request access to, rectification or erasure of personal data, restriction of processing or to object to processing as well as the right to data portability in accordance with the General Data Protection Regulation Chapter 3 – Rights of the data subject.

Please contact your employer for any requests regarding your rights.

## **Right to complain**

The data subject has the right to lodge a complaint with a supervisory authority. The supervisory authority in Norway is Datatilsynet.

## **Contact information Qwips Service Solutions AS**

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