

FLEXIBILIS CUSTOMER PORTAL – PRIVACY POLICY

In this privacy policy we describe what kind of data we may collect of you in connection with your use of our customer portal website and our related services, or any printed, online and/or electronic technical manual or other instruction document in connection with Flexibilis deliverables (hereinafter together “Service”) and for what purposes we may use such data. By using our Services, you agree to the processing of your data in accordance with this privacy policy. IF YOU DO NOT AGREE TO THIS PRIVACY POLICY, PLEASE DO NOT ACCESS AND/OR USE THE SERVICES.

We may amend this privacy policy from time to time by posting a new version online so please review it frequently. Your continued use of the website or related services after the posting of a new version is deemed as your acceptance of the modified terms.

What data do we collect and why?

Non-personal data. We use analytical services and other tools on our website which enable us to collect your IP address or other identifier, usage data relating to our website and related services as well as information on your device properties. Based on this data we may create statistics and heat report maps, provide better services to our customers as well as analyze and further develop our services. We treat this information as non-personal data.

Personal data. The website and our Services may include the requirement for you to give us personal data e.g. through registration for services that identifies you as an individual, such as your name, contact details and invoicing details as well as the name of the company you represent. We collect and use such data for the purposes of providing you with our Services as well as managing and developing such services.

Based on your consent, we may use your contact information, such as your email address or phone number to inform you about our products and services or send you a newsletter.

Cookies and other identifiers. Certain parts of our services may use cookies and other identifiers (such as clear gifs or pixel tags). A cookie is a small text file that is sent and stored on your device. With cookies and other identifiers we can technically enhance your user experience. You may delete the cookies from your device after using our services. If you disable cookies on your browser, some parts of our services may not function properly.

Data security. All of your data is protected in accordance with generally acceptable industry standards and although no system is 100 % secure, we take reasonable steps to safeguard your data from unauthorized access.

External links

Our website and services may contain links to external sites, such as link content from external third party sources. Please note that the use of such third party sites or content is subject to the privacy policies and usage terms of the third party in question instead of our own terms and we do not have control or assume any liability over such content.

Sharing and other disclosure of data

We may share personal data based on your consent. We may also share personal data with our partners and contractors who process such data for us in accordance with this privacy policy. In addition, we may disclose personal data to our affiliates for the purposes of this privacy policy.

We may also share personal data if we are compelled to do so by law, regulation or based on a request from competent authorities or when we face exceptional situations, such as detection or prevention of misuse or criminal activities.

We may publish aggregated or de-personalised data based on our users’ information (such as statistics) provided that such information does not identify you.

We may process your data outside the country where you live in (for example if you are an EU citizen, outside the EU or the European Economic Area). This can happen if, for instance, the service provider of our analytical services is located outside your country. In such cases, we will take steps to ensure that your personal data is processed lawfully and in accordance with this privacy policy.

Other

The data controller of the personal data collected in our website is TTTech Flexibilis Oy, address Tullikatu 6, 33100 TAMPERE, Finland and the person responsible for privacy related matters is Heikki Ala-Juusela.

Should you have any questions regarding this privacy policy or the processing of your personal data, please contact us at contact@flexibilis.com.

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