

Your personal information and how we handle it

With your personal information (or personal data), we mean the data we collect and save about you and how you use our services that directly or indirectly identify you. We use this information to stay in touch with you as a customer, potential customer, a supplier or any other type of professional contact, and to provide and improve products and services, or provide offers that suit your needs.

We collect and process data as you indicate when you contact us in the form of notes, conversations, business cards and email or when you contact us through our website.

Type of personal information we handle

Contact information: If you have been in contact with Fluidan, by email, by telephone or any other means we may collect and keep your contact information:

Name, title, function description, company, address, email address, telephone numbers and similar common contact information.

Information about your professional interests or services: We may also save data about which of our products that is of interest to you or which products or services that you have offered or supplied to us.

Fluidan does not keep any sensitive personal information.

Saving and protecting personal data

We store your data on our personal computers as well as in cloud-based systems operated by third parties (currently Dropbox and Microsoft systems – we may use other similar service providers in the future). We save personal information as long as there is a documented purpose for the treatment.

We take what we believe to be reasonable steps to protect personal data from loss, misuse, unauthorized use, access, inadvertent disclosure, alteration, and destruction. The security of your personal information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Use of personal data

We only process your data for strictly professional purposes. This may be in support of an ongoing business relationship, to fulfil an agreement with you, to fulfil a legal obligation of Fluidan or for other purposes based on your consent for that particular treatment. We may also occasionally use your data to contact you with unsolicited information, such as marketing material or news about Fluidan, however only if we judge this to be of sufficient importance also to you.

Sharing of personal information

Your personal data may be shared with our business service providers, only to the extent necessary for the fulfilment of our intended business. For instance, data must be handled by our external bookkeeper and by our economy systems provider to process invoices. And if you contact us using the contact form of our homepage, your data will also be recorded by the web hosting provider. We will only share data with service providers bound by data handling agreement with Fluidan.

You decide your personal information

You control your own personal information.

You are entitled to request a registry extract of your personal information free of charge, informing you of the information we keep about you.

If you find that personal information we store about you is incorrect or missing, you are entitled to request that we adjust or complete the information.

You as a customer have the right to have your personal information deleted, if this does not prevent Fluidan from fulfilling an agreement or complying with a legal obligation (e.g. the Accounting Act.). Even if we delete your personal data it may persist on backup media, until such backup expires.

Data logging on website (www.fluidan.com)

We use third-party services such as Google Analytics that collect, monitor and analyze information that your browser sends whenever you visit our site ("Log Data"). This Log Data may include statistical representation of information such as your device type, browser type and version, geographical location (country), the pages of our site that has been visited, the time and date of visits, the time spent on those pages and other statistics, however no identifiable to any specific user.

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your computer's hard drive.

We use cookies to collect information and to improve our website. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our website.

Complaints

If you consider that we treat data about you in violation of current legislation, we urge you to report it to Fluidan as soon as possible.

If you have any questions about this Privacy Policy, please contact us