

Privacy Policy for Ecovis Mobility Services AS

We are committed to safeguarding our customers' personal data and take responsibility when it comes to privacy. Below are our privacy guidelines. We reserve the right to amend this statement and therefore recommend that our customers review these guidelines periodically.

Personal Data We Collect and Process

We process the following categories of personal data:

- **Basic Information:** Name, date of birth, personal identification details, marital status, official identification documents such as birth certificate, driver's license, passport photo and passport number, proof of employment, proof of education, tax status, employee number, job title, and function.
- **Sensitive Information:** Please note that additional information may be required on the application forms we use for visa services. This could include sensitive information such as ethnicity, race, religion, health-related information, and criminal history, insofar as permitted by law.
- **Contact Information:** Address, phone number, email address.
- **Account and Profile Information:** Settings, preferences.
- **Payment Information:** Transaction details, payment methods.
- **Customer History and Engagement:** Order and delivery details, shopping cart activity, discount codes, loyalty program information.
- **Customer Activity:** Active products and agreements as well as products and services you previously had, frequency and usage, status of products/services.
- **Customer Interaction:** Reading and activity history from apps, websites, or electronic communications we send out, as well as technical information about the devices you use.
- **Business Partners and Third Parties:** To support and deliver our services, such as document legalization and visa applications, sharing of information may occur as needed.

Personal data is primarily collected directly from you or generated as you use our services and products. When we gather personal data from other sources, we collect it from the following:

How We Use Personal Data

Service Delivery/Contractual Agreements

We use your personal data to fulfill our agreements with you, i.e., when you have ordered a product or service from us. The legal basis for processing personal data for this purpose is that the processing is necessary to fulfill an agreement with you.

Customer Relationship Management

We use your personal data to manage our customer relationship with you. This could include customer service, complaint handling, and rectifying issues related to your account. The legal basis for processing personal data for this purpose is that the processing is necessary to fulfill an agreement with you.

Analytics, Business Development, and Service Improvement

We continuously work on developing and improving our services and products. Much of this work involves analyzing various forms of personal data, such as customer activity, customer history, and account and profile information. The legal basis for processing personal data for this purpose is our legitimate interest.

Personalized User Experience

We tailor the user experience and communication based on your customer relationship. The legal basis for processing personal data for this purpose is our legitimate interest.

Sales and Marketing

We use personal data in connection with sales and marketing of our products and services, such as sending you emails. The legal basis for processing personal data for this purpose is our legitimate interest. You can opt out of parts of this processing, such as unsubscribing from emails. Additionally, we may ask for your consent to use your personal data for profiling, where we infer interests and needs based on your personal data. The purpose of profiling is to make our marketing more relevant.

System Monitoring, Error Resolution, etc.

We monitor our systems for errors and issues. Some of these processes involve storing and processing personal data. The legal basis for processing personal data for this purpose is our legitimate interest.

Security, Fraud Detection, and Crime Prevention

We process personal data in our efforts to protect our users and ourselves from fraudulent activity, abuse, and criminal actions. The legal basis for processing personal data for this purpose is our legitimate interest.

Legal Obligations

In some cases, we are required to process personal data to meet other legal obligations. For example, information related to sales must be recorded and retained in accordance with the Accounting Act. The legal basis for processing personal data for this purpose is that the processing is necessary to fulfill a legal obligation imposed on us.

Your Rights

If you wish to exercise any of your rights, please contact us at **mobility@ecovis.no**.

Right to Access Your Data

You can request a copy of all the data we process about you. Please contact us at the email address above to exercise your right to access.

Right to Correct Personal Data

You have the right to ask us to correct or supplement data that is inaccurate or misleading.

Right to Erasure of Personal Data

You have the right to have your personal data deleted without undue delay. You can therefore ask us to delete your information at any time. However, note that information we are legally required to retain (such as under the Accounting Act) will not be deleted.

Right to Restrict Processing of Personal Data

In certain situations, you can also ask us to restrict the processing of your data. You can do this by managing consents or reservations in our systems.

Right to Object to Processing of Personal Data

If we process your data based on our tasks or a legitimate interest, you have the right to object to this processing. You can do this by managing consents or reservations in our systems.

Data Portability

You have the right to receive your personal data in a structured, commonly used, and machine-readable format. Contact us at the email address above to receive your data.

Right to Lodge a Complaint

If you believe we do not comply with the rules in the Data Protection Act, please notify us. You can also lodge a complaint with the Norwegian Data Protection Authority (**[Datatilsynet](#)**).