



Privacy Policy

Version 2.0 | Effective 2026-09-07 | Approved by Thore Stærk | AISolutions AS · Org. nr. 931 884 220

This policy covers our website and our commercial relationships.

It explains what AISolutions does with personal data when we decide why and how it is used - as a data controller. It does not cover personal data inside AidEun or SalesQuote that we process on behalf of a business customer. For that we act as a data processor, and the terms are set out in our [Data Processing Addendum](#).

AISolutions AS is committed to protecting the privacy of visitors to our website and of the people we deal with at our customers and partners. This policy explains what we collect, why, on what legal basis, how long we keep it, and what you can ask us to do about it.

1. Who we are

AISolutions AS, organisation number 931 884 220, is the data controller for the processing described here.

AISolutions AS Spannavegen 152, 5535 Haugesund, Norway privacy@aisolutions.no

We have not appointed a data protection officer, as we are not required to under Article 37 GDPR. Privacy questions are handled by our Privacy Lead and can be sent to the address above.

2. What we collect, why, and on what basis

What	Why	Legal basis
Name, work email address, job title, telephone number of customer and prospect representatives	To set up trial accounts, perform our contract, provide support, and invoice	Article 6(1)(b), performance of a contract, or Article 6(1)(f), our legitimate interest in managing a business relationship where no contract yet exists
The content of enquiries you send us by email or through a web form	To answer you	Article 6(1)(f), our legitimate interest in responding to people who contact us
Email address for product updates and newsletters	To send you the material you asked for	Article 6(1)(a), your consent
Technical traffic data: pages visited, referrer, approximate region, browser type	To understand how the website is used and improve it	Article 6(1)(f), our legitimate interest in operating and improving our website
Name, contact details and correspondence with supplier and partner contacts	To manage the relationship and meet our obligations	Article 6(1)(b) and Article 6(1)(f)
Invoicing and accounting records	To meet our statutory obligations	Article 6(1)(c), legal obligation

Where we rely on legitimate interest, we have considered whether our interest is overridden by your rights. Our assessment is that responding to enquiries, managing an existing business relationship, and understanding aggregate website usage are ordinary and expected activities that carry a low risk to individuals. You can object at any time, as described in Section 7.

We do not use invasive tracking or advertising cookies. Website analytics are provided by Plausible Analytics, which does not use cookies and does not collect data that identifies an individual visitor.

We do not sell personal data, and we do not use it for automated decision-making within the meaning of Article 22 GDPR.

3. Where the data comes from

Most of it you give us directly: by filling in a form, sending us an email, signing up for the newsletter, or being named as a contact by your employer.

Some of it we collect automatically when you visit the website, as described above.

Occasionally we obtain business contact details from public sources such as a company website or a professional network, for the purpose of making contact about our services. Where we do, we

rely on legitimate interest and we tell you where we got the details when we first write to you.

4. Who we share it with

We do not sell personal data and we do not share it for anyone else's marketing.

We use service providers who process personal data on our behalf, under written contracts that require them to act only on our instructions:

Purpose	Type of provider
Website hosting and content delivery	Cloud hosting provider
Business email and productivity	Microsoft 365
Accounting and invoicing	Accounting software provider
Website analytics	Plausible Analytics
Customer relationship management	CRM provider

We also disclose personal data where we are required to by law, or where it is necessary to establish, exercise or defend a legal claim.

A current list of the sub-processors used inside our products, which is a separate matter from this policy, is published at <https://www.aisolutions.no/suppliers>.

5. Transfers outside the EEA

Our own processing takes place within the European Economic Area.

Where a service provider processes personal data outside the EEA, we rely on a valid transfer mechanism under Chapter V GDPR: an adequacy decision by the European Commission where one applies, or the Standard Contractual Clauses adopted by Commission Implementing Decision (EU) 2021/914, together with an assessment of the destination country and any additional safeguards needed.

You can ask us for details of the transfers relevant to you, and for a copy of the safeguards, by writing to privacy@aisolutions.no.

6. How long we keep it

What	How long
Enquiries that do not lead to a business relationship	12 months from the last contact
Customer and partner contact details	For the duration of the relationship, and 12 months after it ends
Newsletter subscriptions	Until you unsubscribe, and we keep a record of the unsubscribe so we do not contact you again
Invoicing and accounting records	5 years after the end of the accounting year, as required by the Norwegian Bookkeeping Act
Website analytics	Aggregated; no individual-level data is retained
Correspondence relating to a legal claim	Until the claim is resolved and any limitation period has expired

Where a period is not listed, we keep the data only as long as necessary for the purpose it was collected for, and then delete it.

7. Your rights

Under the GDPR you have the right to:

- **Access** the personal data we hold about you, and receive a copy of it
- **Rectification** of data that is inaccurate or incomplete
- **Erasure** of your data where there is no longer a good reason for us to keep it
- **Restriction** of processing while a dispute about accuracy or lawfulness is resolved
- **Portability**: to receive data you gave us in a structured, commonly used, machine-readable format, and to have it sent to another controller where technically feasible
- **Object** to processing based on our legitimate interest, on grounds relating to your particular situation. Where you object to direct marketing, we will stop without exception
- **Withdraw consent** at any time where we rely on it. Withdrawing consent does not affect the lawfulness of what we did before you withdrew it

To exercise any of these, write to privacy@aisolutions.no. We will respond within one month. If your request is complex we may extend that by up to two further months, and we will tell you if we do.

We will not charge you for exercising these rights unless a request is manifestly unfounded or excessive.

You also have the right to complain to a supervisory authority. In Norway this is Datatilsynet, Postboks 458 Sentrum, 0105 Oslo, postkasse@datatilsynet.no. We would prefer you raised it with

us first, but that is your choice and not a condition.

8. Whether you have to provide data

Providing the contact details we ask for at the point of contract is necessary for us to enter into and perform that contract. Without them we cannot supply the Services.

Everything else, including newsletter subscription, is optional.

9. How we protect it

We apply technical and organisational measures appropriate to the risk, including encryption in transit, access control on a least-privilege basis, multi-factor authentication for administrative access, and logging. Our information security management system is designed in alignment with ISO/IEC 27001. AISolutions is not currently certified to that standard.

If a personal data breach occurs that is likely to result in a high risk to your rights, we will tell you without undue delay.

To report a suspected security vulnerability, write to security@aisolutions.no.

10. Changes to this policy

We review this policy at least annually and whenever our processing changes materially.

Each version carries a version number and an effective date. Where a change materially affects your rights, we will bring it to your attention rather than relying on you noticing the new version.

Previous versions are retained and available on request.

11. Contact

Questions about this policy, or about how we handle personal data:

AISolutions AS Spannagevegen 152, 5535 Haugesund, Norway privacy@aisolutions.no