

# PROCESSING OF PERSONAL DATA

For us at Wallenstam, it is important that you should feel secure about the processing of your personal data that can occur when you are a tenant of ours or when you are in contact with us in other contexts. We describe below how we process your personal data, among other things.

In order to offer you the best service and to be able to help you if you have questions, we need to save the data about you, which are relevant for achieving this. Our primary focus is always on protecting your privacy. Therefore we never save the data for longer than we need to.

All processing of personal data occurs according to the Swedish Personal Data Act (1998:204) and other legislation in force at any given time. This means, inter alia, that we protect your personal data with necessary measures and that you always have the right to contact us in order to find out what personal data we have saved about you. You can read more about your rights below. You can also visit <https://www.datainspektionen.se/in-english/> where you can read more about your rights relating to our processing of your personal data.

If you have questions about our processing of personal data you are always welcome to contact us!

## INFORMATION ABOUT OUR PROCESSING OF PERSONAL DATA

Controller

Wallenstam AB (publ), corporate id. number 556072-1523, with Group companies (defined below as “Wallenstam”, “us” and “we”) is the controller for the data provided via [www.wallenstam.se](http://www.wallenstam.se) and that are otherwise stored in connection with your contacts with Wallenstam.

Group companies March 21, 2018

Processing of personal data in connection with residential letting

## Personal data

Personal data refers to all information that may be attributed to an identifiable natural person.

## Personal data that we save

When you provide information on [www.wallenstam.se](http://www.wallenstam.se), you may need to disclose personal data to us. This is needed in order for us to offer you the best service and to be able to help you if you have questions.

The personal data collected when you use our services on the website, for example may include, name, address, e-mail address, telephone number, personal identity number or other information necessary in order to perform the service that is offered.

The data may be used to provide you with offers about Wallenstam's services.

The data may also be coordinated with other registers for the above purposes and in order to maintain good customer and register care.

Data may also be used in order to prepare, administer and implement agreements, to offer secure and easy use of our website, communicate in connection with different types of offers and customer cases, to provide information about the company and its services, to develop our services and provide residential letting, letting of premises, applications of interest, housing queue, my pages and our website. When you enter into an agreement with us or are in contact with us in other contexts, you may also need to provide personal data. This may occur for several purposes, such as preparing and maintaining your tenancy or other contractual relationship with us, communicating with you, administering your payment of the services, protecting our rights, carrying out market research, sending information and offers about our services, reviewing and analyzing the use of our services, meeting requirements according to laws, regulations or directives of public authorities, compiling statistics about the use of our services and visits to our digital channels, administering your cases with us, ensuring security for our tenants in our rental apartment buildings and premises and administering job applications for positions with us. Your agreement may contain more detailed information about the processing of personal data.

## Consent

When you use our services on our website, you authorize that we use and process your personal data in accordance with what is described in this information.

You also authorize that we use cookies and other similar technology (*see separate policy regarding cookies on [www.wallenstam.se](http://www.wallenstam.se)*).

If you do not accept what is stated in this information, we kindly ask that you do not use our digital channels or our services.

You can withdraw the consent provided at any time.

When you enter into an agreement with Wallenstam, order our services or contact us, we sometimes need special consent for the processing of your personal data that occurs according to what is stated in this information and the information that you receive when you provide your consent.

#### Access to the personal data

The personal data is used by companies within the Wallenstam Group and our processors such as payment processors and data warehousing suppliers in order for us to provide services to you. We do not disclose personal data to other companies unless we need to do so by law, regulation or order, or to protect our rights or the rights of third parties. We may also disclose your personal data to Swedish or foreign Group companies, and other related parties, or a subsequent owner, part owner and their advisors in connection with a corporate merger, consolidation, restructuring or sale of essentially all shares and/or assets or other reorganization.

#### Transfers to third countries

Your personal data will not be transferred to countries outside the EU/EEA unless this is specifically stated when you provide your personal data.

#### Storage periods

We do not save your personal data for a longer time than necessary with regard to the purposes of the processing. This means that we erase your personal data according to applicable legislation. If you end your use of our services or in another way discontinue your customer relationship with us, your personal data in a normal case will be stored for up to 24 months from the date of deregistration. The exception is for basic data that we need to save according to the Swedish Bookkeeping Act or other legislation. If it is suspected that fraud may have occurred or other unlawful use of our services, we reserve the right to store these data for a longer period until the suspicions have been investigated.

#### Right to request information

You have the right to request information free of charge once per calendar year about what personal data we are processing about you. You also have the right to have any incomplete, incorrect, out of date or immaterial data rectified, removed or updated.

If you want to know whether we are processing personal data about you, you can send a written and signed request to us (see the heading Contact information below).

You also have the right to decline direct marketing from us by contacting us.

#### Security

It is important that your personal data are protected. Therefore we work hard and take all proper technical and organizational security measures required in order to protect the personal data against unauthorized access, change or destruction, such as protecting our physical servers and protecting our systems and through firewalls etc. We also work in a

way, which means that only our personnel that must have access to your personal data in order to perform our services etc. are given the authority to access the personal data. However, there is always a risk of disclosing personal data on digital channels since it is not possible to completely protect technical systems from hacking.

#### Contact information

If you have any questions about our processing of personal data or have any other question regarding our processing, please contact us at:

Wallenstam AB

Attn: Personal Data Representative

401 84 Gothenburg

Telephone: +46 31 20 00 00

[dataskydd@wallenstam.se](mailto:dataskydd@wallenstam.se)

#### Update of information about personal data processing

Wallenstam has the right to make changes to this information on an ongoing basis. A new version becomes effective when it is made available here on [www.wallenstam.se](http://www.wallenstam.se). We will also provide a notification of this when you log into **Mina Sidor (My Pages)** and into the other digital channels.

This website information about Wallenstam's personal data processing was updated on May 17, 2017. Version 1.0

Wallenstam AB (publ)